

## Rebel Wellness Zone Attendant Description

### Purpose

This position is responsible for oversight and supervision of the Rebel Wellness Zone in the SRWC while on shift. Individuals holding this position must be able to provide customer service as a resource for information regarding the RWZ and its services. This person will demonstrate superior customer service communication skills including phone, internet and personal contacts. The Rebel Wellness Zone Attendant is responsible for standard office and receptionist duties including: filing, data entry, scheduling appointments, cash handling, cleaning and organizing the office space.

### Minimum Qualifications

- Current CPR/AED and First Aid Certifications Required (upon one semester of hire date)
- UNLV Risk Management HIPPA Training (upon one semester of hire date)
- Must be available to work a minimum of 10-15 hours per week.
- Minimum GPA requirements: Semester GPA: 2.0 Cumulative GPA: 2.25
- Full time/Part time student.

### Preferred Qualifications

- Experience with Rec Trac or a point of sale software program.
- Experience in multiple positions in Campus Recreation.
- Interest or Field of study related to health and fitness.
- Cash handling experience.

### Duties and Responsibilities include, but are not limited to:

- Answer phone inquiries in a professional and courteous manner.
- Organize, clean and maintain the Rebel Wellness Zone.
- Schedule fitness assessments.
- Data entry, organization, filing and assisting other professional or student staff leaders.
- Act in a professional manner by upholding SRWC policy when involved in conflict management with patrons, students and staff.
- Proper radio protocol and response in a timely manner, includes radio communication to SRWC, Wellness and Custodial Staff.
- Perform opening/closing procedures of the fitness floor and cardio areas.
- Arrive to your shift 10 minutes prior to it starting.
- Attend mandatory meetings and semester trainings.
- Actively marketing and promoting current facilities and programs hosted by Campus Recreational Services.

### Staff Development:

- Maintain a standard of performance on daily tasks.
- Attend regularly scheduled departmental meetings for all areas necessary.
- Maintain communication with other Campus Recreational Services Team members regarding positive recognition, performance reviews, substitution, and schedule conflicts.

- Communicate clear and concise information as needed to patrons, students, and emergency medical service personnel and police services.
- Listen and being attentive to when patrons and others are speaking, hearing and processing information.
- Practice peer education to develop student staff growth and success.
- Adhere to all SRWC guidelines and non-negotiable.

### **Criteria for Success**

Rebel Wellness Zone Attendant will be evaluated on their performance each semester. The staff evaluation process consists of a self-evaluation, peer evaluation, and supervisor evaluation. The staff evaluation measures the following objectives:

- Ability to display a positive attitude for all patrons and CRS staff.
- Ability to be effective in oral and written communication.
- Ability to prioritize tasks, manage time and balance professional and personal commitments.
- Ability to follow policies and procedure, arrive prepared and on time for work and consistently demonstrate service excellence.
- Ability to assess a situation and make well informed decisions independently.
- Ability to understand and appreciate human differences including race, ethnicity, ability, religion, age, class, educational level, size appearance. Language and marital status.
- Ability to provide customer services through all interactions and is characterized by friendly body language and communication.
- Ability to positively promote UNLV and CRS to peers/patrons and take initiative to be involved throughout campus.
- Ability to provide superior customer services through all interactions.

### **Transferable Skills**

- |                                 |                                    |
|---------------------------------|------------------------------------|
| • Oral and Communication Skills | • Multi-Tasking                    |
| • Conflict Management           | • Marketing and Promotion          |
| • Customer Service              | • Working with Diverse Populations |

**Pay Rate: \$8.75 per hour**

**Minimum Hours: 5-15 hour per week**