

## Student Staff Job Description

**Position Title:** Guest Service Specialist      **Department:** Campus Recreation  
**Date:** 8/15/2020      **Compensation:** \$12.00

*Western Oregon University is an AA/EOE/Veteran/Disability employer and is committed to fostering diversity in its student body, faculty, and staff. Job Announcements and interview questions will be developed from the information in this job description.*

### Position Summary:

A Guest Service Specialist is responsible for sales to members and guests involving memberships, locker rental and other programs and services offered with Campus Recreation. Additional responsibilities include the supervision of the fitness areas to ensure that a safe and enjoyable environment is maintained. This position requires good decision making skills, reliable, self-motivated and be able to perform multiple tasks simultaneously with little supervision. Individuals must be friendly and have an extensive working knowledge of Campus Recreation Services facilities and services.

### Specific Duties/ Expectations of the Position:

- Welcome, greet and provide assistance to facility users
- Issue sports equipment to students and patrons
- Provide answers to members regarding Campus Recreation Department facilities, programs and policies
- Set-up courts for sports activities; take reservation for racquetball court space
- Cleaning of equipment and facility
- Perform general office, laundry services and miscellaneous duties as assigned
- Oversight of fitness areas ensure preventative surveillance for risky behavior
- Enforce all facility and program policies and procedures which may include utilizing conflict management
- Provide emergency assistance as necessary

### Requirements of the Position (minimum):

- American Red Cross Professional CPR/AED and First Aid. Applicants who are selected through the interview process will be provided the opportunity to take the certification courses during the training period. No other outside courses are necessary.
- A qualifying student who meet the student employment criteria/hiring process
- Ability to work early morning, night, weekend, final and break hours
- Adherence of no reading, studying or use of non-CRD electronic devices will be allowed while on duty
- Ability to relate and mentor staff while maintaining professionalism
- Ability to work independently with little or no direct supervision

### Outcomes of Student Employment:

- Writing skills, Verbal communication, Diversity, Functioning independently, Conflict negotiation, Problem solving, Preparation for employment outside of college, Learn about career options and See connection between work and academics

### Working Conditions:

- Ability to lift 45 pounds regularly and 100 to 150 pounds occasionally; ability to walk and stand for extended periods of time
- Physical strength in back, arms and legs to be able to sweep and carry items
- Ability to bend, stoop, kneel, stretch and reach constantly
- Ability to work around water that contains chlorine and chalk (magnesium carbonate)
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Other Information:

- This is a temporary work position. The position is subject to renewal prior to each academic term.
- Campus Recreation is open on some designated official university holidays. Employees are expected to work during holidays, break weeks and special events as scheduled.
- In case of inclement weather when classes are cancelled, employees are expected to report to work as scheduled.
- In-service trainings will occur before and during the term; they are mandatory.