

Front Desk Staff

**Department:** Finley Recreation Center

**Purpose:** To ensure the Finley Recreation Center is safe, inviting and clean for all visitors.

**Pay Rate:** $11.00

**Schedule:** To be determined by staff availability – Hours are 6am to 10pm Monday through Friday, 8am to 8pm on weekends and are subject to change.

**Job Description:**

Students who are friendly, punctual, dependable, and customer service driven are encouraged to apply for job openings at the Front Desk. Primary duties are comprised of assisting in the daily operations of the facility. This includes, but is not limited to; managing community memberships, handling monetary transactions, following opening and closing procedures, cleaning equipment, ensuring a clean and safe environment for patrons, and other duties as assigned.

**Job Responsibilities:**

* Provide exceptional customer service for all patrons including providing detailed information to all inquiries regarding fees, programs, and policies and procedures.
* Acquire a working knowledge of and enforce Finley Recreation Center policies and procedures.
* Collect membership fees along with other monetary transactions and balance cash box.
* Perform front desk duties including answering phone, photocopy, complete appropriate paperwork, building rounds, re-racking weights, tidying up equipment, etc.
* Thoroughly clean exercise equipment throughout facility
* Assist with campus-wide distribution of monthly newsletter
* Provide support for professional staff as needed
* Communicate effectively with student colleagues and immediate supervisors to exchange information, resolve problems, and the like.
* Attend mandatory training sessions at the start of each semester.
* Understand and comply with HIPPA regulations and the University of New England Safety Manual, complete required training by UNE’s Human Resources Department.
* Perform other duties as assigned.

**Job Requirements and/or Qualifications:**

A combination of education and experience (1-2 years preferred) that provides the ability to perform the responsibilities of the job.  Knowledge of fitness terminology is helpful.

* Broad base of general clerical/secretarial skills, phone/front desk reception, and so forth.
* Outstanding customer service skills, including professionalism, interpersonal skills, and the maintenance of confidentiality.
* Good basic administrative and organizational skills.
* Good reading, spelling/grammar and general writing and math skills.  Some cash handling experience is desirable.
* Ability to deal effectively with a wide variety of University personnel, students, and/or outside individuals/organizations.
* Previous UNE experience desirable.
* **CPR Certification and First Aid Certification required** (can obtain after getting hired).

 **Employment Agreement:**

As a representative of UNE, you are expected to be a role model, exhibiting appropriate behavior at all times. Violations of the University Conduct Code may either prevent your selection for this position or terminate your employment.

The above job description has been fully explained to me by my immediate supervisor. I understand that I will be part of Finley Recreation Center Employment team. I understand the duties as outlined and agree to carry out these responsibilities upon acceptance of this position.

I understand that I if I breach any of the expectations above, I will undergo a “three strike” discipline system that includes the following steps if behavior does not improve:

· A verbal warning and meeting with my lead or staff supervisor(s)

· A written warning and meeting with my lead or staff supervisor(s)

· Termination of employment

**Student’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_**

I have thoroughly discussed the job description and expectations of this position with the student employee whose signature appears above. I agree to provide the training necessary to carry out the above functions successfully.

**Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_**

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**Supervisor(s):** Judy Vezina

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