

Front Desk Attendant

Job Summary: Serves as front-line representative for the Health & Fitness Center to the patrons who utilize the facility.

Requirements:

- Must maintain a cumulative 2.0 GPA.
- Must be available to work 8-12 hours per week including occasional weekends.
- CPR/AED, Standard First Aid required within 60 days of employment.

Responsibilities :

- Welcome, greet, and provide assistance to Health & Fitness Center patrons.
- Must demonstrate leadership, communication, customer service skills, and the ability to work with staff, students, and members of a diverse background.
- Understand and recognize all types of front desk issues you may encounter.
- Enforce all ID regulations and explain proper entrance requirements to individuals with invalid membership cards.
- Operate the cash register.
- Make sure the transactions at the front desk are completed following the proper procedures. (example: guest passes, locks, recreational equipment, etc.)
- Report any faulty equipment or miscalculations that have been made to the building supervisor.
- Read all memos and activity calendars daily
- Clearly communicate with all student and administrative staff members any reminders, problems, or concerns that may affect your job.
- Handle other duties as assigned by the administrative staff and/or supervisor.
- Attend & actively participate in all mandatory staff meetings and trainings.
- Working special events and promotional opportunities that may take place on evenings, weekends, and across campus.
- Pursue patrons that abuse building policies (which would include, if necessary, working with staff members and campus police.)
- Use mature judgment in emergency situations.
- A thorough knowledge and willingness to enforce all rules and regulations in a courteous, but firm manner.

Front Desk work area policies:

- No reading or doing homework while working.
- No friends are allowed behind the front desk.
- No one may enter the Health & Fitness Center without a campus photo ID.
- Telephone answering skills... Greeting, location (Longwood Campus Recreation), Offer Assistance... "Good morning or good afternoon, Campus Recreation, This is your name, how may I help you?"
- What to do if you don't know: "Just a moment, let me see if I can find out for you." (call supervisor for information)
- No food in the Information/Welcome desk.
- Drink containers that are acceptable: Sport bottles, covered plastic coffee mugs, and any plastic bottle with a sealed top. Please keep them off the desk.
- Drink containers that are unacceptable: No cans, glass bottles, or paper cups.
- Keep all work areas clean, neat and organized.
- Sign & date all paperwork (i.e. incident reports, accident reports, guest forms, etc.).