

Job Title: Service Counter & Turnstile Attendant

Supervisor: Customer Service Representative or Assistant Director of Operations

Purpose:

The purpose of the service counter and turnstile attendant is to ensure that our current students and members (and their guests) are served in a timely and courteous manner. The Service Counter Attendants are responsible for daily operations of the Service Counter. They are one of the customer service representatives of the Department of Recreational Services and ambassador for the University. You are responsible for knowing and enforcing the policies/procedures of the department. They are responsible for greeting customers and disseminating accurate information to the GSU community.

Qualifications:

- CPR and First Aid Certification
- Computer skills, accurate typing and record keeping
- General knowledge of Recreational Sports
- Excellent communication skills (verbal and written) and professional mannerisms
- Must be a team player
- Attend staff training sessions and meetings
- Appropriate dress required
- Greet and welcome patrons to the facility
- Verify current membership status in computerized database
- Process membership sales, waivers and guest passes

Job Duties:

- Service Counter/ Turnstile Attendant will be responsible for providing customer service to members and their guests
- Act as an ambassador of Recreational Services and Georgia State University
- Basic office duties (light typing, record keeping, filing, etc.)
- Computer data input
- Selling memberships, daily passes
- Verifying customer status
- Answer phones
- Register members for classes offer within the department of Recreational Services