

Job Title: Service Counter Attendant

Supervisor: Recreation Coordinator, Recreation Specialist

Purpose:

The purpose of the service counter 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 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
- Verifying memberships, daily Guest passes
- Verifying customer status to use the facilities
- Responsible for opening and closing facilities
- Maintain accurate records including waiver forms and facilities check sheets
- Set up front and back service desk
- Check and swipe GSU IDs upon entry and re-entry on Profile Manager
- Promote events ,activities, special programs, and hours of operations
- Monitor front and back door entrance