

Department of Recreational Sports
Front Desk Attendant
Position Description

General Description:

Reporting to the Associate Director, the Front Desk Attendant is responsible for admittance and access of patrons into TRAC, equipment check-out, and same day reservations.

Duties and Responsibilities:

1. Responsible for overseeing admittance to TRAC
 - a. Notify Facility Supervisor of ineligible members
 - b. Notify Facility Supervisor of all i-Card inquiries
 - c. Mark each admittance on Daily Count Sheet under the appropriate heading
2. Responsible for keeping track of equipment that is checked out
 - a. Control equipment inventory through inventory check-out program
 - b. Assist the Facility Supervisor with extended equipment check-out
 - c. Notify the Facility Supervisor of any equipment defects
3. Responsible for cash transactions
 - a. Transaction for all Recreational Sports guests and pass holders
 - b. Sale of all Rec Sports Shop items
4. Provide quality Customer Service
 - a. Answer the phone in 2 rings or less
 - b. Allow patrons access to the Arena (those that have swiped in)
 - c. Be courteous to all patrons – greet them when they walk in and say goodbye when they leave
5. Assist Facility supervisor with laundry duties
6. Enforces policies and procedures of Recreational Sports and TRAC
7. Ensures that risk management and safety standards are met in and around the Facility
8. Responsible for the potential to fill Facility Attendant shifts
9. Maintain a varied work schedule to include nights and weekends.
10. Other duties as assigned

Qualifications:

1. Must be a current UIS Student eligible for employment
2. Ability to work independently to create effective programs and services that serve the entire UIS community.
3. Requires excellent interpersonal skills, as well as excellent verbal and written communications skills.
4. Knowledge of Recreational Sports policies and operations is preferred but not required.

Compensation:

1. State of Illinois minimum wage with the potential for wage increases each year