

Campus Recreation | Customer Service Representative

Rate of pay: \$10.00 per hour

Job Description:

Customer Service Representatives (CSR) serve as the “gateway” to the University Recreation and Wellness Center (URWC) across from the SoVi Community by greeting members and guests, fielding questions, assisting with guest passes, access, and equipment checkout, and generally overseeing the day-to-day operation of the facility.

Job Responsibilities:

- Provide inclusive customer service and answer general questions about Campus Recreation programs, facilities, events, memberships, and policies
- Execute all opening and closing procedures on time, and in conjunction with other student employees
- Recognize and respond to all incidents and emergencies and provide proper emergency care when necessary
- Facilitate swift point-of-sale transactions to all members and guests
- Enforce all facility policies and procedures and complete detailed, written documentation when needed
- Answer landline phone and transfer calls to appropriate extensions when necessary
- Responsible for facility and equipment setups/breakdowns
- Occasionally assist with events/programs that are scheduled in the URWC or at other facilities/locations (Recreation Fields, Recreation Outdoor Complex, etc.)
- Possess a general knowledge of all cardio and strength equipment
- Lead facility tours to visitors and guests when needed
- Perform general housekeeping duties including, but not limited to: laundry, disinfection, organization, dusting, mopping, vacuuming, etc.
- Responsible for equipment checkout including, but not limited to: towels, resistance bands, jump ropes, basketballs, volleyballs, weight belts, etc.
- Monitor lost and found log and ensure items are secure and/or returned to the correct individuals
- Monitor facility capacities using computer software
- Troubleshoot technology – televisions, desktop computers, iPads, etc.
- Work collaboratively with other Campus Recreation areas like Fitness and Sport Programs, for example
- Attend staff meetings and trainings as required
- Other duties as assigned

Minimum Qualifications:

- FGCU enrolled student
- Positive attitude and desire to assist customers
- Ability to self-motivate with little to no supervision
- Effective verbal and written communication skills
- Ability and willingness to stand for an entire shift (accommodations can be made through Adaptive Services)

Certification Requirement:

- American Red Cross CPR/AED/First Aid certification must be obtained within 30 days of hire

Additional Information:

- Limited to a maximum of 29 hours per week per Federal and university policy
- Average employees work 10-12 hours per week
- Hours are flexible, but early mornings, late nights, and weekends are expected
- Must attend semesterly and monthly all-staff meetings and complete online Canvas modules when assigned
- Opportunities for promotion, professional development, and service learning are available