

Facility Attendant

Hours/Schedules:

Flexible schedule.

Description:

Facility Attendants play a key role in the operation of the fitness center. Staff are on the front lines providing exceptional customer service, enforcing policies, ensuring safety, answering questions, and resolving issues.



Duties & Responsibilities

Risk Management:

- Enforce UMW Campus Recreation policies and procedures
- Maintain active CPR/First Aid certification
- Monitor facility access points and activity areas to ensure patron safety

Customer Service:

- Process payments for program registrations and equipment rentals
- Display excellent customer service and communication skills
- Use sound judgement to troubleshoot operational issues in the absence of the professional staff
- Provide insight and ideas to the Fitness Coordinator staff for continual process improvement

Communication:

- Report any facility maintenance issues to the Fitness Coordinator
- Be present for all scheduled shifts and staff meetings
- Be knowledgeable about campus recreation

Desired Qualifications

- Experience working in a customer service setting
- Excellent time management and organizational skills
- Strong oral and written communication skills
- Demonstrated leadership qualities
- Ability to exercise good judgment