Job Description: Student Operations Assistant

Description

1. Serves as a representative of the University, displaying courtesy, tact, consideration, and discretion in all interactions with other members of the Rice community and with the public.

2. Be very attentive to what is happening in the facility. Must maintain constant and obvious supervision while working at the Operations Desk.

3. Issue equipment and towels to Recreation Center members and sponsored guests of the university. Keep accurate accounting of all equipment and towels issued and report any missing articles to appropriate personnel. When necessary collect fees from patrons for missing or damaged items.

4. Responsible for laundering soiled towels, scrimmage vests, etc.

5. Facilitate the sale of guest passes, mind and body class passes, and special events, sell pro-shop items, and handle payments related to classes/events/pro-shop items.

6. Schedule reservations, by telephone or in person, for use of racquetball & squash courts.

7. Assist the Facility Manager in all emergencies, incidents/accidents. Be ready to call RUPD X6000.

8. Report any maintenance issues and equipment problems to the Facility Manager/Shift Leader so they can be reported on the Daily Operations Report.

9. Assist in filling shifts or finding subs for other Operations Assistant.

10. Other duties related to Recreation Center operations as assigned.

11. Starting $7.25

Expectations

1. Dress Code
   a. MANDATORY staff shirts and khaki pants, shorts or skirts must be worn at all times during your shift.
   b. Only CLOSED toed shoes may be worn at work. No flip-flops allowed.
c. General appearance should be kept in a neat and professional manner.

2. Punctuality
   a. Please arrive 5 to 10 minutes early before each scheduled or substitute shift. At least 30 minutes early when opening the building.
   b. If someone is substituting for you, make sure both employees’ have an agreement prior to the shift.

3. While at Work
   a. Maintain a professional attitude.
   b. Treat each patron AND fellow staff member with respect and politeness.
   c. Remember to greet each customer and assist him or her with any questions or concerns that they may have.
   d. It is important to be respectful and tactful when dealing with patrons.
   e. Have a general understanding of all programs in the Rec. Center.
   f. Knowledge of the facility layout to properly instruct patrons throughout the facility.