

## **Customer Service Attendant**

### **JOB DESCRIPTION**

#### *POSITION SUMMARY*

Provide outstanding customer service to all members and guests. Responsible allowing proper patrons to enter the facility, enforce policies, issue towels and equipment, and validate parking passes. In addition, the Customer Service Attendant is responsible for cleanliness of facility, enforcing policies and procedures throughout the facility, and assisting any customer service concerns. The Customer Service Attendant directly reports to the Graduate Assistant of Membership and Guest Services.

#### *RESPONSIBILITIES*

- Assist patrons with concerns, questions and incidents/accidents
- Assist the Facility Supervisor and Professional Staff with tasks as requested
- Control access to the facility by scanning in current members, signing in visitors, and ensuring guests have proper pass
- Answer emergency telephone line and take necessary action
- Ensure music is playing in the facility
- Validate parking for certain membership types for up to 2 hours
- Enforce all policies and procedures listed in the Employee Handbook and Policies and Procedure Manual
- Understand and demonstrate competencies in department Emergency Action Plan
- Ensure facility laundry is completed throughout the day
- Ensure walkways are clear and open
- Ensure that facility space (mirrors, floors, windows, wall, etc.) are clean
- Coordinate lost and found by logging items and moving to proper location
- Make all appropriate announcements in emergencies and at closing
- Issue towels and recreational equipment (i.e. basketballs, weight belts, etc.)
- Attend all staff trainings and meetings
- Communicate effectively with the Coordinator of Membership and Guest Services and Graduate Assistant of Membership and Guest Services through phone, email, or in person
- Other duties as assigned

#### *ACQUIRED SKILLS*

As a result of working as the Customer Service Attendant, the student employee will have the opportunity to acquire and to improve communication, time management, attention to detail, conflict resolution, adaptability, and customer service skills.

## **JOB REQUIREMENTS**

### **QUALIFICATIONS**

*[The requirements listed below are representative of the minimum education and/or hands-on experience necessary to perform each essential responsibility.]*

- Degree seeking student at UAB
- Background check by UAB must be passed
- Must obtain basic American Red Cross First aid, CPR, and AED certification prior to working. Certification may be obtained through UAB University Recreation or outside organization
- Leadership and supervisory abilities
- Ability to work independently
- Knowledge of standard practices in recreational sports
- Ability to thrive in an environment that values high expectations, accountability, and balanced lifestyles

### **REQUIRED SKILLS**

*[The competencies listed below are representative of the knowledge, skills, and/or abilities required to perform each essential function.]*

#### **Technical Competencies**

- Basic computer competency

#### **Professional Competencies**

- Ability to handle customer service issues
- Ability to communicate effectively with patrons and professional staff
- Ability to multitask

#### **Physical Demands**

- Standing or walking for at least 80% of the shift
- Repetitive wrist, hand, or finger movement (while operating computer equipment)
- Occasional bending, stooping
- Eye-hand coordination (keyboard typing)
- Hearing and talking
- Extended periods of reading fine print