

## **Operations Attendant**

### **JOB DESCRIPTION**

#### *POSITION SUMMARY*

Provide outstanding customer service to all members and guests. Responsible for allowing proper patrons to enter the facility, enforcing policies, issuing towels and equipment issue. Responsible for maintaining day to day operation of facility, including the fitness center by providing a safe clean, and inclusive environment for all students and members. Responsible for the cleanliness of facility (including the fitness center), enforcing policies and procedures throughout the building, and assisting any customer service concerns. This position rotates between three work areas: customer service desk, fitness center, and the overall facility. Operations attendants report directly to the Coordinator of Facility Operations.

#### *RESPONSIBILITIES*

- Ensure safety and cleanliness of entire facility
- Assist patrons with concerns, questions and incidents/accidents
- Assist the Facility Supervisor and Professional Staff with tasks as requested
- Monitor all student and member check-ins to the facility
- Monitor and maintain trash throughout the facility
- Complete all assigned cleaning duties during shifts
- Ensure that all restroom facilities are sanitary and presentable
- Ensure music is playing in the facility
- Enforce all policies and procedures listed in the Employee Handbook and Policies and Procedure Manual
- Setup/breakdown for rentals and special events as needed
- Understand and demonstrate competencies in department Emergency Action Plan
- Ensure facility laundry is completed throughout the day
- Monitor informal basketball to ensure safety of members
- 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 Facility Supervisor and Coordinator of Facility Operations
- Other duties as assigned

## **ACQUIRED SKILLS**

As a result of working as the Operations Attendant, the student employee will have the opportunity to acquire and to improve communication, time management, attention to detail, conflict resolution skills, adaptability, and customer service skills by working in three different work areas.

## **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 the following certifications prior to working. Certification may be obtained through UAB University Recreation or outside organization
  - American Red Cross CPR/AED/First Aid Certification
  - Bloodborne Pathogen Certification
  - Youth Protection Certification
- Leadership and supervisory abilities
- Ability to work independently as well as with a team
- 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 prioritize and multitask

#### **Physical Demands**

- Able to lift a minimum of 50lbs
- 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