Position Description

JOB TITLE: Facility Attendant  DATE REVISED: March 17, 2015
CLASSIFICATION: Part-Time  DEPARTMENT: Operations
REPORTS TO: Graduate Assistant, Facility Operations  PAY RATE: $7.25

Essential Responsibilities

Provide outstanding customer service to all members and guests. Responsible for answering telephones, allowing proper patrons to enter the facility, enforce policies, issue towels and equipment, and validate parking passes. Responsible for cleanliness of facility, enforcing policies and procedures throughout the facility, and assisting any customer service concerns.

Specific Responsibilities

• Ensure cleanliness of entire facility
• Assist patrons with concerns, questions and incidents/accidents
• Assist the Facility Supervisor and Professional Staff with tasks as requested
• Monitor and maintain trash throughout the facility
• Ensure that all restroom facilities are sanitary and presentable
• Control access to the facility by swiping in current members, signing in visitors, and ensuring guests have proper pass
• Answer main telephone line and questions from patrons
• 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
• Setup 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
• Supervise children in KidZone
• Coordinate lost and found by logging items and moving to proper location
• Make all appropriate announcements in emergencies and at closing
• Issue cycle passes and towels
• Attend all staff trainings and meetings
• Communicate effectively with the Coordinator of Facility Operations and the Graduate Assistant of Facility Operations through phone, email, or in person
• Other duties as assigned

Minimum Requirements:
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 Campus 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

Competencies:

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.

Human Relations:

Internal contacts include staff at all levels. External contacts include external customers and vendors. Contact involves troubleshooting, informing, exchanging information, negotiating, making recommendations, and giving information or instructions.

Work Environment and Physical Demands:

The demands marked below are representative of those that will be required to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please indicate below where reasonable accommodation may be needed.

Work Environment
- Office environment/fitness center environment
- Moderate to loud noise
- Occasional evening or weekend work
- Several hours standing at a desk
- Moderate to loud noise

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
• Extended periods of reading fine print

**Employee Acknowledgement**

By signing below I acknowledge that I have read and understand the purpose, essential responsibilities, minimum requirements, competencies, work environment, equipment, and physical demands required of my job as described above. Further, I acknowledge that if, because of a disability, I need an accommodation in order to perform the essential functions of my job, I will notify the human resources department, who will work with me to determine what, if any, reasonable and effective accommodation can be made. The above statements are intended to describe the general nature and level of the work being performed by people assigned to this position. I understand that this is not an exhaustive list of all duties and responsibilities, and that Centers reserves the right to amend and/or change responsibilities to meet business and organizational needs.

_________________________  ______________________
Employee                              Date