

Benson Alex Riseman
Front Desk Attendant
Job Description

Position Details

The Front Desk Attendants report directly to the Coordinator of Student Operations and are responsible for the main day-to-day basic operations of the Riseman Fitness Center information desks. They provide superior customer service to our participants and serve as the front lines for any visitor's needs. The Front Desk Attendant positions are filled by a formal application and interview process. The responsibilities of the Front Desk Attendant include but are not limited to:

- Monitors access control and checks for eligibility of participants that enter the facility on Fusion
- Checks in and checks out equipment properly upon request of patrons
- Facilitates monetary transactions for guest passes, personal training packages, membership sales, special courses, trips, etc.
- Provides exceptional customer service at the front desk to greet and assist participants whether it be face to face or on the telephone
- Answers any questions regarding programs, classes, room and building locations and even general UTampa questions
- Enforces all facility policies and procedures
- Completes cleaning and administrative tasks as assigned on Connect2 every shift
- Assists Group Fitness instructors before/after class with sign in sheets, keys, etc.
- Helps patrons with any locker issues
- Assist in emergency situations, communicating with 911, Campus Safety, Facilities, etc.

Qualifications:

- A desire to learn and grow in professional development and customer service
- Availability to work a minimum of 6 scheduled hours per week with flexibility to pick up other shifts when available. Weekend rotating shifts may be included
- Can attend any and all staff trainings and meetings
- Strong written and verbal communication skills. Prompt to read and respond to emails
- Comfortable with conflict/resolution skills with desire to learn more
- Physical requirements include but are not limited to: reaching, stooping, bending at the waist, kneeling, pushing, and pulling. Must be able to lift and move at least 60 pounds

Campus Recreation Staff Memorandum

Please read the following thoroughly and carefully. This memorandum contains the basic expectations and requirements for our team at the Riseman Fitness Center.

Responsibilities and Duties

- Providing exceptional customer service and fostering a welcoming, engaging environment to all
- Checking the eligibility of everyone walking into the facility and monitoring facility access
- Enforcing all facility policies, procedures and safety
- Having knowledge of the facility to answer all inquiries and/or know who to contact to find an answer
- Completing cleaning and administrative tasks during every shift
- Developing respectful relationships with all Campus Recreation Staff
- The use of personal technology (cell phones, earphones, laptops) or engaging in non-work activities (homework, etc.) is **NOT** permitted when working.

Work Schedule and Availability

- Required to work at least 2 shifts per week, with flexibility to pick up additional shifts as needed. Weekend shifts are included.
- Commitment to this role is for at least the duration of the semester or the academic year (fall & spring).
- Fitness Center hours fall/spring: Mon. through Fri. 6:30am-10pm, Sat. 9am-7pm, & Sun.12pm-10pm.
- Fitness Center hours summer: Mondays-Thursdays 11am-7pm (shift times: 10:45 am – 3pm, 3 – 7pm), & Fridays-Sundays 12-5pm (shift times: 11:45 am – 2:30 pm, 2:30 – 5 pm).
- The work schedule is a fixed schedule, changing only due to class changes, athletics, or other extenuating circumstances.
- Summer: The work schedule is a fixed schedule but does rotate week-to-week/month-to-month based on requests off prior to the schedule being made (May-June published, then July/August published second week of June)
- Each employee is responsible for their scheduled shifts. In case of inability to work a shift, the employee is accountable for finding a replacement in advance.
- **Work schedules start and end dates **subject to change:***
 - **Fall** work schedule begins the Friday before classes start (modified hours Friday 10am-5pm, regular hours begin Saturday) and closes Friday/Move-out Day after finals.
 - **Spring** work schedule begins the Saturday before classes start and ends the Saturday/Move-out Day after finals week.

- **Summer** work schedule begins on Sunday, two weeks after the spring schedule ends and the summer schedule ends 2 weeks prior to the fall semester.

Attendance and Communication

- Proper, timely communication is required of the team here to ensure successful operations.
- Each team member is expected to review all communication sent out from Campus Rec professional staff and student leadership and to proactively reach out to their supervisors and pro staff.
- As advanced as possible communication is expected from our team. Last-minute communication is only acceptable due to extenuating circumstances (e.g., a flat tire on the way to work, etc.). As soon as a team member knows something conflicts with work and is safe and able to let us know, we expect to know.
- Unexcused absences, such as missing work on holidays when the fitness center is open (e.g., Halloween, Super Bowl, Gasparilla, Memorial Day, etc.), are **not permitted**. Excused absences require proper communication with the necessary parties. Documentation is sometimes required to prove validity of claims.
- Team training: *During the fall/spring semester*, there are roughly 3 training meetings required by all team members. *For the fall, every team member* is required to attend one all-team training *during the week prior to the start of the semester. For the fall, spring, and summer*, new team members will complete a *virtual orientation via Canvas prior to their first shift*. Training initiatives also take place during shifts, including reading weekly updates via a whiteboard & emails, etc.