

Job Description

Front Desk Supervisor

The University of Oregon and the Department of Physical Education and Recreation, an AA/EO institution and department, strongly and actively strive to increase diversity within its community. Applications and interview questions will be developed from the information in this job description.

Front Desk Supervisor

Job Summary: Provide customer service to members and guests that inquire about and use the facility, programs and services operated by the department.

➤ **Major Duties:** Communicate correct information to inquiring individuals; handle cash operations (memberships and other related services fees); enforce membership policies and procedures; monitor and verify access of students, faculty, staff and guests into the Student Recreation Center and other recreation facilities; attend to court reservations for facilities; greet members and guests as they enter and exit the facility; answer information and reservation phone lines during open facility hours; enforce and educate the members and/or guests on policies and procedures of the facility areas; ensure that there is not misuse or abuse of identification cards; monitor access through the forgotten ID station; check out equipment and keys to instructors and club sports teams; responsible for all opening and closing duties; complete written reports/documents; read and sign off on front desk communication log book

Minor Duties: Assist members and guests in answering their questions about the Student Recreation Center and other related University events and programs; provide directions to facility and campus locations; maintain a clean and neat work environment; utilize the BNW computer program to look up locker information for patrons; other duties as assigned.

Required: Current UO student, good communication skills, ability to work with people, ability to respond to emergency situations

Experience Required: one term of UO REC employment; knowledge of PE and Rec programs, facilities and services.

Certification Requirement: Current Adult CPR, AED and Standard First Aid (American Red Cross – preferred).

Working Conditions: Potential contact with bio-hazardous materials.

Compensation: **\$8.05-8.65/hour;** dependent upon experience and terms as a UO REC employee.

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