

JOB TITLE: Campus Recreation Front Desk AND Fitness Floor Attendant

SUPERVISING OFFICE: Campus Recreation

CONTACT PERSON: Chelsea Robinson

CONTACT PERSON'S EMAIL: robinsoncn@longwood.edu

START DATE: Fall/Spring start date is the week before school begins. Summer/Winter start date is the week before the semester ends.

BRIEF DESCRIPTION: The Campus Recreation Front Desk and Fitness Floor Attendant provides a high level of customer service by providing member assistance during shift through ensuring fitness floor and facility cleanliness, enforcement of all policies and procedures, and ensuring a safe environment.

REQUIRED QUALIFICATIONS:

- Must maintain a cumulative 2.0 GPA.
- Must be available to work 8-12 hours per week including occasional weekends.
- CPR/AED and Standard First Aid required within 60 days of employment.

JOB RESPONSIBILITIES *Front desk attendant:*

- Welcome, greet, and provide assistance to Health & Fitness Center patrons.
- Must demonstrate leadership, communication, customer service skills, and the ability to work with staff, students, and members of a diverse background.
- Understand and recognize all types of front desk issues you may encounter.
- Enforce all ID regulations and explain proper entrance requirements to individuals with invalid membership cards.
- Operate the cash register.
- Make sure the transactions at the front desk are completed following the proper procedures. (example: guest passes, locks, recreational equipment, etc.)
- Report any faulty equipment or miscalculations that have been made to the building supervisor.
- Read all memos and activity calendars daily
- Clearly communicate with all student and administrative staff members any reminders, problems, or concerns that may affect your job.
- Handle other duties as assigned by the administrative staff and/or supervisor.
- Attend & actively participate in all mandatory staff meetings and trainings.
- Working special events and promotional opportunities that may take place on evenings, weekends, and across campus.
- Pursue patrons that abuse building policies (which would include, if necessary, working with staff members and campus police.)
- Use mature judgment in emergency situations.
- A thorough knowledge and willingness to enforce all rules and regulations in a courteous, but firm manner.

JOB RESPONSIBILITIES *Fitness floor attendant:*

- Monitor access to the fitness floor and enforce all policies to facility users.
- Actively supervise all patrons using the cardiovascular and weight training equipment to ensure safety.
- Responsible for completing opening, maintaining, and/or closing procedures.
- Maintain a thorough understanding of all policies and procedures concerning available fitness facilities and programs.
- Working special events and promotional opportunities that may take place on evenings, weekends, and outside the Health & Fitness Center.

- Must have the ability to teach patrons how to properly use and operate a variety of strength training and cardiovascular equipment.
- Complete all assignments on shift: cleaning and maintaining all equipment.
- Attend and actively participate in all mandatory staff meetings and trainings.
- Thoroughly complete all incident reports, report all injuries, vandalism, equipment needs and problems immediately to administrative staff.
- Handle any other duties as assigned by the administrative staff and supervisor.
- Must demonstrate leadership, communication and customer service skills and the ability to work with staff, students and members of a diverse background.
- A thorough knowledge and willingness to enforce all rules and regulations in a courteous, but firm manner.
- The ability to use mature judgment in an emergency.

APPLICATION PROCESS:

- Go to <http://www.longwood.edu/recreation/student-employment-opportunities/>
- Open **Student Employment Application (pdf)**
- Fill out form, making sure the right position is listed
- Submit application to campusrec@longwood.edu or in person/by mail to:
Longwood University Campus Recreation
304 Health and Fitness Center
201 High St.
Farmville, VA 23909

SELECTION PROCESS

- Fall Applications due by 1st Wednesday in April.
- Spring Applications due by 1st Wednesday in November.
- May have seasonal work opportunities in Summer and Winter.
- To be considered for the time of year applying to, applicants should submit their application by the due date listed above, however Campus Recreation will accept all applications at any time and may reach out at any point in the year to applicants.