

FRONT DESK ATTENDANT- UBC AQUATIC CENTRE JOB DESCRIPTION

DEPARTMENT: *UBC Aquatic Centre*
POSITION TITLES: *Front Desk Attendant*
POSITION TYPE: *Student Role, Part Time/ Casual*

POSITION SUMMARY

This role will provide front line services to students, faculty, staff, and community users through the administration of aquatics and swimming programs, and merchandise sales in the Centre's front desk (retail hub). As a first contact to one of UBC Athletics and Recreation's on-campus sport facilities, it is important that the ideal candidate assists our patrons in a knowledgeable and professional manner. As our facility patrons are often first time visitors to the university campus, it is essential the successful candidate gives clear and concise directions in campus way-finding, knows and educates the public of our daily aquatics programs and retail merchandise, and welcomes the public during third party events.

DESCRIPTION OF DUTIES

- Providing exceptional customer support to building users and guests
- Meeting and greeting customers
- Selling programs and retail items
- Registering customers for programs, and drop-ins using CLASS software
- Print class and perform class attendance counts
- Data entry and checking inventory
- Updating the UBC Aquatic Centre website
- Assisting with locker clear outs
- Check and validate student, staff and community cards through card scanning software
- Answer customer inquiries via phone, e-mail, and in-person
- Process cash, interact, and credit card transactions accurately
- Completing cash deposits
- Uphold and enforce facility policies and procedures
- Minor maintenance and cleaning tasks as necessary
- Attendance at all mandatory staff meetings
- Performing other duties as necessary

This role is integral to the operations and goals of the Department of Athletics and Recreation, including excellence in customer service, facility maintenance, and program management. Athletics and Recreation strives to create a healthy, active and connected community where each person is at their personal best and proud of their UBC experience. Our mission is to engage our community in outstanding sport and recreation experiences, to enable UBC athletes to excel at the highest levels, and to inspire school spirit and personal well-being through physical activity, involvement, and fun. To deliver on the mission we make decisions and prioritize work that will:

1. Increase participation
2. Deliver excellence on the national and world stage
3. Build school spirit
4. Nurture a strong sense of community
5. Cultivate an inspired workplace where staff are at their best

We focus our efforts and resources on delivering engaging, dynamic programs that increase involvement in sport and recreation and deliver performance success for the whole of our community. We provide unique and exciting student learning opportunities that foster personal growth, skill-building, and leadership development. We create high quality, community building events where people can connect, have fun, and get involved with UBC, recreation, and varsity sport.

SUPERVISION RECEIVED

Works directly with the Operations Coordinator of the UBC Aquatic Centre. These positions work under direct supervision both independently and in a team environment. The employee works under a set of policies and procedures and is expected to defer to the supervisor when any judgement or decision making outside these parameters is required. The role maintains regular contact with the supervisor through email, phone and in-person interactions.

QUALIFICATIONS

Students looking to work in this position should be willing to give great customer service at all times. Students who would be a great fit for this position must be comfortable with initiating conversations with the public and work well in both team and independent roles. Those who are independent and are able to take on a leadership role should also find this position will come naturally to them. Working in the UBC Aquatics Centre requires heavy lifting of equipment during third party events and daily maintenance of the front desk area in the facility. Someone who is also passionate about swimming and/or maintaining health and wellness through aquatic sports and would be an ideal candidate for this position. This position is a great opportunity for students who are looking for a flexible part-time job in a supportive and fun environment.

KNOWLEDGE, SKILLS, EDUCATION, AND EXPERIENCE

- Current UBC student in any level in their degree or program (must be enrolled in minimum 12 credits or 3 courses)
- Current SFA Certificate (within 2 years)
- Previous customer service experience in an office or retail environment an asset
- Experience with CLASS software an asset
- Excellent oral and written communication skills
- Excellent problem solving skills
- Excellent organizational skills
- Excellent time management skills
- Attention to detail
- Enthusiastic, and responsible
- Comfortable using Microsoft office
- Experience and willingness to learn and teach others
- Self-motivated and able to work both in a team environment and independently
- Ability to initiate, learn quickly, exercise sound judgment to solve problems based on training provided
- Ability to work in a high-paced environment while maintaining professionalism and enthusiasm
- Classroom learning includes but is not limited to: Business and/ or Sport Administration, Commerce, Management, Kinesiology (sociology stream), Computer Sciences, Health Sciences, Human Resources, Health and Society, Sport Marketing

WORK PLACE SKILLS, PERSONAL DEVELOPMENT AND GRADUATE COMPETENCIES

By the end of the work term, the UBC Aquatic Centre Front Desk Attendant will have gained:

- Effective time management skills through prioritization of tasks and organization
- Experience working with people of different ages and backgrounds while developing effective listening skills to provide the best customer service possible
- Experience dealing with conflict and constructive conflict resolution skills
- Enhanced interpersonal skills when used effectively will create a good, personal and individual experience for people visiting the UBC Aquatic Centre
- An understanding of sport administration, water safety, and risk management
- Enhanced computer skills and experience with CLASS software
- Experience processing cash, credit and debit transactions
- Supervisory skills and the ability to exercise authority in a professional manner

APPLICATION SUBMISSION

All applicants must submit a **Cover Letter, Resume, and Class Schedule** for the upcoming term. If you do not have a class schedule for the next term ready when you apply, please note this your cover letter. Applicants that fail to complete this will not be considered.