

## **BIRDCOOP FRONT DESK ATTENDANT- STUDENT RECREATION CENTRE JOB DESCRIPTION**

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

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### **POSITION SUMMARY**

The role will provide front line services to students, faculty, staff, and community users through the administration of fitness and weight room programs, and membership sales in the BirdCoop Fitness Centre. Ideal candidates working in this role are required to provide first-class customer service and professionalism while assisting facility patrons in person and over the phone. As a first contact to one of UBC Athletics and Recreation's on-campus sport facilities, it is important the student 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 facility users of programs related to the BirdCoop, and provides a welcoming environment for the public.

### **DESCRIPTION OF DUTIES**

The BirdCoop Fitness Centre Front Desk Attendant is responsible for ensuring quality in all happenings in the Fitness Centre. This position has a wide range of duties of varying complexities that are vital to the UBC Athletics and Recreation department's vision of creating a healthy, active and connected community where each person is at their personal best and proud of their UBC experience. These duties include:

- Meeting and greeting customers
- Selling memberships, programs and personal training packages using CLASS software
- Registering customers for memberships, programs and drop-ins using CLASS software
- Printing class attendance sheets and performing class attendance counts
- Checking and validating memberships through card scanning software
- Answering customer inquiries via phone, e-mail, and in person
- Signing in and out fitness equipment
- Processing cash, interact, and credit card transactions accurately
- Upholding and enforcing facility policies and procedures. This is done by ensuring patrons are using the building properly as well as maintaining the cleanliness and safety of the facility
- Minor maintenance and cleaning tasks as necessary
- Attending 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:**

These positions report directly to the Manager of BirdCoop Fitness 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 judgment 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 field should be willing to give great customer service at all times. Students who would be a great fit for this position must be comfortable initiating conversations with the public and works well independently and within a team. Ideal candidates should thrive under high pressure situations and have a high ability to multitask and prioritize. Someone who is also enthusiastic about maintaining health and wellness through strength training, cardio or physical activity would be an ideal candidate for this position.

### **KNOWLEDGE, SKILLS, EDUCATION, AND EXPERIENCE**

- Current or returning UBC Student (any level in their degree or program)
- Current First Aid and CPR is an asset
- Previous customer service experience in an office or retail environment is an asset
- Experience with CLASS software an asset
- Fitness knowledge and/or certification is an asset
- Must be detail-oriented
- Excellent organizational skills
- Excellent problem solving skills
- Excellent written and oral communication skills
- High energy, outgoing personality, and interest in engaging people
- Self-motivated and able to work both independently and in a team environment
- Ability to initiate, learn quickly, and exercise sound judgment to solve problems based on training provided
- Ability to work in a high paced environment while maintaining professionalism and enthusiasm, especially during the busier times of year, such as UBC Rec Free Week, the first weeks of the school terms, and while instructional classes occur
- Classroom learning includes but is not limited to: Anatomy, Applied Biology, Business and/or Sport Administration, Sport Marketing, Food, Nutrition and Health, Health and Society, Kinesiology, Commerce

### **WORK PLACE SKILLS, PERSONAL DEVELOPMENT AND GRADUATE COMPETENCIES**

By the end of the work term, the BirdCoop Front Desk Attendant will have gained:

- Effective time management skills through prioritization of tasks and organization - especially during busier times of the year.
- Experience working with the public, developing effective listening skills, providing the best customer service, and responding in a timely manner
- Experience dealing with conflict and constructing conflict resolution skills
- Enhanced interpersonal skills when used effectively will create a good, personal and individual experience for people visiting the BirdCoop Fitness Centre
- An understanding of fitness centre administration, machine 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.**