Campus Recreation
Facility Operations
Welcome Desk

Position Summary:
Welcome Desk Attendants provide exceptional customer service and support to patrons by providing information about campus recreation programs, services, and facilities. Attendants will be the first point of contact to patrons for access to the facility, programming questions, and any immediate patron issues or concerns.

Position Duties and Responsibilities:
- Monitor and assist patrons with facility access
  - Verify membership through Fusion
  - Assist with any access issues
  - Give access to tour groups, approved vendors, and other approved visitors
  - Redemption of guest passes
- Provide customer service to all members and guests by:
  - Answering questions relating to the facility, programs, or department
  - Answering phone calls and transferring appropriately as needed
  - Distributing self-guided tour material
  - Administering the lost and found procedures
- Provide event support by providing access to the facility outside of regular hours of operation.
- Administer the PA system for facility and program announcements
- Maintain accurate records pertaining to event participation/sign-in sheet
- Be knowledgeable of facility policies and enforce those policies

Qualifications:
- Proficiency with Microsoft Office Suite
- General knowledge of Campus Recreation offerings
- Dependable and highly motivated
- Interpersonal skills
- Strong critical thinking skills
- Ability to multi-task
- Strong attention to detail
- Ability to lift 45 pounds
- Ability to walk three flights of stairs
- Must obtain American Red Cross – Professional Rescuer for the Health Care Provider (CPR/AED/First Aid) certification within 30 days of first shift
- Must be in good standing with the University
- Ability to stand for an extended period of time
- Availability to work flexible hours (i.e. Mon-Fri 6:00am-11:00pm and Rotating Weekends)

Supervisor: Ashley Sanders, Campus Recreation, Assistant Director-Facilities Management
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