

Campus Recreation

Membership & Guest Services

Guest Services Attendant Job Description



Position Overview:

Guest Services Attendants are able to provide exceptional customer service, be innovative leaders, and provide dynamic support to members and guests through information in campus recreation programs, services, and facilities. Guest Services Attendants serve as the liaison between the program areas of Campus Recreation and the members and guests.

Position Duties and Responsibilities:

- **Welcome Desk**

- Monitor access points of the Campus Rec Center by verifying identification of members using TU One Cards and guest passes through the use of Fusion Software
- Maintain a knowledge of and enforce all Campus Recreation guidelines and procedures
- Maintain general safety and security through being visibly alert and communicating important information to the Facility Manager
- Serve as a customer service representative of Campus Rec, provide accurate and necessary information, and answer patron inquiries regarding Campus Recreation
- Utilize multiline phone system to make and receive calls for the department
- Attend all required meetings, in services, and staff trainings
- Other duties as assigned

- **Membership & Guest Services Office**

- Provide in person sale transactions and program registrations to all members and guests through the use of Fusion software and Point of Sale terminals.
- Assist prospective members through selling memberships
- Provide customer service to members and guests
- Be knowledgeable in all areas within Campus Recreation
- Maintain a knowledge of and enforce all Campus Recreation guidelines and procedures
- Maintain general safety and security through being visibly alert and communicating important information to the Facility Manager
- Maintain current training in PCI Compliance
- Attend all required meetings, in services and staff trainings
- Other duties as assigned

- **Admin Reception Desk**

- Greet and direct employees and visitors who visit the office
- Utilize multiline phone system to make and receive calls for the department
- Maintain daily mail and package service
- Maintain a knowledge of and enforce all Campus Recreation guidelines and procedures
- Maintain general safety and security through being visibly alert and communicating important information to the Facility Manager
- Be knowledgeable in all areas within Campus Recreation
- Attend all required meetings, in services and staff trainings
- Other duties as assigned

Qualifications:

- Must obtain an American Red Cross – Professional Rescuer for the Health Care Provider (CPR/AED/First Aid) certification within the first 30 days of work.
- Availability to work flexible hours (i.e. Mon-Fri 6:00am-11:00pm and Weekends)
- Previous experience in a point of sale (POS) and customer service job(s)

- Knowledge of Campus Recreation facilities, programs, and/or services
- Membership & Guest Services Office only: Must be PCI Compliance trained prior to first day of work
- Proficiency with Microsoft Office Suite
- Able to guard confidential information
- Must be able to lift 40 pounds
- Strong attention to detail

Supervisor: Graduate Assistant - Membership & Guest Services
Assistant Director - Membership & Guest Services

Contact Person: Assistant Director – Employee Experience

E-mail: CRSEmployment@towson.edu

Updated: 9/26/24