

## Intramural and Recreational Sports Mission and Core Values

*Mission Statement: We serve the University through first-class recreational engagement that fosters wellness, impacts lives and generates life long memories.*

### **Job Description: Business Office Assistant**

#### **Team Member Core Values:**

- Exceptional Quality –We hold ourselves to the highest standards in all services provided. We strive to exceed the expectations of those we serve.
- Life-Long Learning - We value active learning to enhance social inclusion, citizenship, and personal development.
- Teamwork - We work together effectively to achieve goals, while encouraging individual contribution and responsibility.
- Integrity -We take responsibility for our actions. We will communicate openly & honestly to build relationships based on trust, respect, and caring.
- Play – We are serious about making “living well” fun.

#### **Team Members Responsibility:**

- Take Pride in being a Student Employee in the IM-Rec Sports Department.
- Establish a positive rapport and relationship with Student and Departmental Staff, Members and Guest of the Facility.
- Promote Exceptional Customer Service to create a positive environment for members and guests.
- Take Initiative, be proactive, and be confident in decision making.
- Be proactive and prepared to respond to all emergency situations and follow procedure/protocol for pre and post Incident/Accident.
- Maintain a Standard of Excellence in professionalism and cleanliness.
- Serve as a key link between Members and Full-Time Staff by the enforcement of policies and procedures as set forth by the department.

#### **Area Specific Responsibilities:**

- Serve as a primary customer service representative for the department of Intramural-Recreational Sports.
- Provide excellent customer service to UVA students, faculty, staff, dependents, and guests of the University.
- Sell recreation memberships, programs, and other services, taking payment for services, and answering the telephone and walk in inquiries.
- Resolve issues in a friendly and efficient manner.
- Prepare reports including financial accountability, payroll deduction, membership retention, program registrations and other service reports.
- Support department initiatives and special events.

#### **Requirements/Qualifications:**

- Promote GREAT customer service in a RESPECTFUL environment
- Dedicate 5-10 hours/week to the success of IM-Rec Sports
- Successful completion of department training.
- Attend regularly scheduled attendant staff meetings and in-service sessions

#### **Expressed Benefits:**

- Gain Work Experience
- Earn Money (\$8.50/hour)
- Have schedule flexibility and convenience of working on Grounds.
- Acquire general work skills that may be useful to you after graduation.