

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: Facility Service Attendant

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:

- Assist Facility Supervisors with Daily Operating Procedures
- Greet and assist members and guest while enforcing facility access policies
- Help clean and maintain the general appearance of the facility and fitness equipment.
- Adhere to and enforce University/Departmental Policies
- Assist in the execution of Emergency Action Procedures

Requirements/Qualifications:

- Promote GREAT customer service in a RESPECTFUL environment
- Dedicate 10-12 hours/week to the success of IM-Rec Sports
- Available opening/closing shifts, Friday Nights and/or weekends, and Academic Breaks.
- Successful completion of department training and Training Exit Exam
- Attend regularly scheduled attendant staff meetings and in-service sessions

Expressed Benefits:

- Gain Work Experience
- Earn Money (\$7.50/hour)
- Have schedule flexibility and convenience of working on Grounds.
- Acquire general work skills that may be useful to you after graduation.