

Welcome Desk

Welcome Desk Staff

Recreation Services

Qualifications:

- 1. Brock University full-time undergraduate student (enrolled in at least 3 full courses) or a part-time graduate student.
- 2. Customer service experience preferably in a recreational setting including cash handling responsibility.
- 3. Experience working with the CLASS registration program.
- 4. Emergency First Aid/CPR B certification or equivalent is a minimum requirement.
- 5. Exceptional knowledge of the facilities and programs offered at the Walker Complex including Campus Recreation, Intramurals, Aquatics, Athletics and the Zone.
- Knowledge of the Lifesaving Society (LSS) aquatic program demonstrated through previous experience selling and/or teaching the programs.

Duties & Responsibilities:

- 1. Provide customer service to students, faculty, staff and members of the community during hours of operation, which includes evenings, weekends, and school breaks.
- 2. Program registration, membership sales and daily sales using the Class software program.
- 3. Positive and professional attitude required to promote the Walker Complex.
- 4. Information distribution regarding programs, memberships and all activities in the Walker Complex.
- 5. May be required to work independently on occasion.
- 6. Miscellaneous duties such as mailings, photocopying, filing, designing posters and record keeping.
- 7. Other duties as assigned by a supervisor.

Conditions of Employment:

- 1. Arrive for scheduled shifts on time.
- 2. Proper uniform and a nametag must be worn while on duty.
- 3. Attendance and participation at all staff meetings and training sessions.
- 4. The probation period is 6 weeks in duration and an evaluation will be completed at that time.
- 5. Maintain a thorough and updated knowledge of all programs, memberships and activities in the Walker Complex.
- 6. Provide excellent customer service, and promote the Walker Complex and its programs, memberships and activities to all guests.
- 7. Commit to a minimum of 8 hours per week including evenings, weekends, and school breaks.
- 8. All successful applicants who are Brock students and Ontario residents will be required to fill out a student profile for the purpose of obtaining OWSP funding. Employment is not conditional on eligibility status.
- 9. Brock University is required to meet compliance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07). All Brock University Recreation Services student employees must complete the required online training module prior to commencing employment.

Supervisors: Amanda Smits, 905 688 5550, x4809

Sandra Boone, 905 688 5550, x3018

Pay Scale: \$10.45/hour (as of September 1, 2012)

Applications available: December 3, 2012 by downloading the application form. **Application deadline:** February 1, 2013, at the Welcome Desk, Walker Complex.

- 1. All successful applicants who are Brock students and Ontario residents will be required to fill out a student profile for the purpose of obtaining O.W.S.P. funding. Employment is not conditional on eligibility status.
- 2. Job evaluations will be performed on a regular basis.
- 3. Brock University is required to meet compliance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07). All Brock University Recreation Services student employees must complete the required online training module prior to commencing employment