



Welcome Desk Attendant

Department: Brock Recreation

Full-time Supervisor: Welcome Desk Supervisor

Contact: Kayne Wignall - kwignall@brocku.ca

Pay Scale: \$16.55/hour

Start date: September 2024

Job Duties & Responsibilities

- Provide customer service to students, faculty, staff, and members of the community during hours of operation, which includes evenings, weekends, and school breaks.
- Communicate and serve customers through several mediums (i.e., in-person, phone, and email).
- Program registration, membership sales and daily sales using a registration system and POS software, as well as an online registration system.
- Promote the Walker Sports Complex and Brock Recreation.
- Information distribution regarding programs, memberships, and all activities in the Walker Complex.
- Work independently with minimal supervision, on occasions.
- Miscellaneous duties such as mailings, photocopying, filing, designing posters and record keeping.
- Other duties as assigned by a supervisor.

Qualifications

- Brock University full-time undergraduate student (enrolled in at least 3 full courses).
- By agreement with the Provincial Government, full-time graduate students are offered TAs with a maximum average of 10 hours per week for the duration of a given term. Full-time graduate students who wish to seek additional employment appointments for on-campus work (including TA or RA hours) that result in more than an average of 10 hours per week must first seek and obtain the approval of their Supervisor, the Graduate Program Director, and the Dean of Graduate Studies.
- Emergency First Aid/CPR B certification or equivalent is a minimum requirement.
- Customer service experience, preferably in a recreational setting.
- Effective communication skills, experience using a business telephone system is considered an asset.
- Payment processing experience, including cash handling responsibility.
- Experience working with Active Network registration software and online systems.
- 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.

Expectations of Student Staff

- Arrive for scheduled shifts on time.
- A positive and professional attitude.
- Proper staff shirts and a nametag worn while on duty.
- Maintain thorough and updated knowledge of all programs, memberships, and activities in the Walker Sports Complex.
- Provide excellent customer service and promote Brock University and Brock Recreation and its programs, memberships, and activities to all guests.
- Attendance and participation in all staff meetings and training sessions.
- Commit to a minimum of 8 hours per week including evenings, weekends, and school breaks.
- All other duties as required and/or assigned.

Our Commitment

Brock University is actively committed to diversity and the principles of Employment Equity and invites applications from all qualified candidates. Women, Indigenous peoples, members of visible minorities, and people with disabilities are encouraged to apply. We will accommodate the needs of the applicants and the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the selection process, as outlined in the Employee Accommodation Policy (https://brocku.ca/webfm_send/39939).

Please advise Kayne Wignall, kwignall@brocku.ca, to ensure your accessibility needs are accommodated through this process. Information received relating to accommodation measures will be addressed confidentially.

FIPPA

All Brock employees are required to comply with Ontario's Freedom of Information and Protection of Privacy Act (FIPPA). To help meet our legal obligations under FIPPA, employees are required to complete mandatory online training.

AODA

All Brock employees are required to comply with the Accessibility for Ontarians with Disabilities Act (AODA). To help meet our legal obligations, employees are required to complete mandatory online training.

Health and Safety

All Brock employees are required to complete online mandatory training to comply with related safety legislation.

Workplace Violence Training

All Brock employees are required to complete online mandatory training to comply with related legislation. Training to be completed on Brock's Sakai site.