Reception Attendant

Fitness, Wellness, and Recreation Department
Eccles HWAC, 10-33341

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Other Timesheet Designee(s): Laura Stusek, Asst. Director FWRD

SUMMARY JOB DESCRIPTION (SUMMARY STATEMENT OF THE JOB)

The Reception Attendants are the first people with whom members come in contact with upon entering the Dolores Doré Eccles Health, Wellness, and Athletic Center. Customer service and meeting our members needs is a must! Employees in this position will assist in creating a consistently friendly, inclusive, and helpful environment at the main point of entry to the Center. Reception Attendants will be critical to the smooth operation of Dolores Doré Eccles Health, Wellness, and Athletic Center Policies and Procedures, including issues pertaining to security.

1) Essential Job Duties and Responsibilities

- Membership management (adding/editing new members, point of sale, member check in)
- Equipment Check Out
- ID Card production
- Class/program registration
- Complete administrative projects as assigned
- Working relationships
  - There are generally two (2) Reception Attendants working simultaneously.
  - Reception Attendants are part of the FWRD Team which includes multiple student employee positions.
- The Center is open at 6 am and closes at 11 so based on availability shifts may include early morning, late night, or weekend hours.

2) Qualifications Required/Preferred

- Great customer service
- Excellent organization
- Excellent Communication Skills both verbal and nonverbal
- Responsible in nature
- Ability to learn and be competent in CSI, the Membership Management Software application.
- Basic knowledge with Microsoft Word and Excel.
- Comprehensive understanding of programs offered through the Fitness, Wellness, and Recreation Department
- CPR/AED/First Aid certification is required 30 days of hire.
- Proper phone etiquette