



SFSU CAMPUS RECREATION

NOW HIRING

Front Desk Staff

**APPLICATION DEADLINE:
OPEN UNTIL FILLED**

To Apply: As a department under the Dean of Students area, please complete the Common Application form below on Qualtrics. Additionally, we will ask for your cover letter and resume, and the attached Staff Availability Sheet to be filled out and uploaded as part of your application.

Qualtrics - Common Application:

**[HTTPS://SFSU.CO1.QUALTRICS.COM/JFE/FOR
M/SV_3N47J3OAEH4XELX](https://sfsu.co1.qualtrics.com/jfe/form/SV_3N47J3OAEH4XELX)**



PURPOSE

The main responsibility of the Front Desk Staff is to provide membership guest services and entry control at the Front Desk area of the Mashouf Wellness Center. Knowledge of Campus Recreation philosophy and programming is essential to this position. Provide front desk operations for Campus Recreation under the supervision of the Student Managers for Memberships and a full-time staff professional. This position also represents the Campus Recreation Department by providing customer service, programmatic support, and other related duties.

DUTIES AND RESPONSIBILITIES

- Facilitate membership account sign-ups in the membership system quickly and efficiently.
- Responsible for entry control (by member card swipe) at entry gates located next to Front Desk.
- Cashiering using point of sales program, helping participants with program registration.
- Checking out and checking back in equipment, towels, and lockers.
- Answering questions by phone or in-person, and general customer service.
- Educate participants and staff on safe participation during Campus Recreation activities, and enforce program policies and procedures.
- Assist with any injury or incidents while on duty, submit injury reports according to protocol.
- Attend staff meetings and staff trainings.
- Disseminate information about Campus Recreation programs, including hours, rules, proper equipment usage, and safety.
- Report when equipment and supplies are running low or when equipment needs repair or replacement.
- Provide a professional, welcoming, and inclusive environment for staff and participants.
- Hours will vary, however students may not work more than 20 hours/week during the academic semester.

QUALIFICATIONS

- Previous cashiering experience preferred, but not required.
- Willingness to practice great customer service skills must be extremely strong; also, the willingness to develop and practice critical thinking skills, communication skills, teamwork, problem-solving, and data entry without error.
- First Aid, CPR, & AED Certified, or willing to obtain within 3 months of being hired.
- Must be a student at San Francisco State University enrolled in 6+ units, with minimum 2.0 GPA.
- Demonstrated interpersonal skills including strong communication skills, customer service skills, ability to enforce policy and perform under pressure, and working in a team atmosphere.
- Must be able to work independently without direct supervision on a day to day basis.
- Employment may be dependent on passing a background check.