Program Area: Facility Operations
Position: Representative

Mission Statement
We create engaging environments for student growth and success. We inspire healthy living by providing quality recreational and educational opportunities for the Oregon State University community.

Employee Expectations
- Know Your Stuff: Learn, model, promote and consistently enforce policies for the Department of Recreational Sports
- Communicate Like a Pro: Professionally and proactively communicate with your teammates, supervisors and administrative staff
- Stay Sharp: Maintain required certifications and attend orientation sessions, staff meetings and Director’s Retreat as directed
- Seek Solutions: Provide quality customer service to all patrons and search for a “path to yes” when possible and aligned with mission
- Deliver a Positive Experience: Maintain and promote a safe and fun environment for all participants and staff
- Engage & Grow: Participate in the On-Ramp career readiness program while developing transferable skills with a “growth mindset”

Definition and Purpose: The Operations Staff is responsible for the entry system, operating the service counters, issuing equipment and handling laundry service at Department of Recreational Sports facilities. This position also serves as the primary source of information for walk-in and phone participants. This is an active, high-volume position with an emphasis on customer service, satisfaction and positive relations. The Operations Staff carry out numerous support functions for the Department. Additionally, all Department of Recreational Sports Staff are required to be certified as a First Responder for emergencies. The Operations Staff report to the Recreation Membership and Operations Coordinator.

Position Details, Duties and Responsibilities
- Assist program participants and facility users regularly, on the phone and in person, with all aspects of the Department of Recreational Sports programs. Make referrals to appropriate areas as necessary. Be knowledgeable of all Recreational Sports and University programs.
- Use Recreation Management Software to verify participant eligibility, monitor access and provide data for entry to Recreational Sports facilities.
- Responsible for cash and credit functions for fees, certain memberships and guest passes
- Provide positive public relations, program promotion, and policy education to participants pertaining to all department areas and programs.
- Execute all emergency procedures and provide First Aid and CPR assistance.
- Issue equipment to participants for daily recreation use
- Perform laundry service duties.
- Assist the Department with special projects including reports, phone calls and other assigned duties.
- Commitment to enhancing personal and professional development.
- Once hired, candidates must report to Dixon Recreation Center for training two weeks prior to the start of Fall Term. Those unable to attend training will not be considered for employment.

Minimum Requirements
- Must be a currently enrolled OSU student and/or an enrolled student in OSU’s Degree Partnership Program
- Must meet OSU student employment eligibility requirements including being degree-seeking and maintain minimum credit amounts
- First Aid, CPR/AED certification and DRS Bloodborne Pathogens certifications is required before employment begins

Preferred Work and Extracurricular Experience
- Previous customer service experience.
- Previous cash handling and credit card experience.
- Awareness of safety concerns and risk management.
- Awareness and appreciation of individual uniqueness and diversity.
- Excellent oral and written communication skills.

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Period of Employment: One academic year (continuing employment is contingent upon satisfactory completion of a 30 day probationary period and satisfactory job performance as evaluated by immediate supervisor). 10-20 hours per week. Early morning, late night and weekend hours may be required.

Compensation: Student employees are paid an hourly wage consistent with the OSU Student Employment Pay Rate Guidelines. The Department of Recreational Sports identifies pay ranges base upon job duties, level of responsibility and complexity of the work to be performed.

The Department of Recreational Sports at Oregon State University commits to achieve excellence through cultural diversity and actively encourage applications from all genders, persons of color, and individuals from underrepresented groups. Interview questions will be developed based on the information in this position description. All job offers are contingent upon Human Resources final approval.

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