Program Area: Recreation Services
Position: Center 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: Rec Services personnel work with participants to provide excellent customer service to students, faculty and staff of OSU as well as to the general public. They facilitate membership sales and provide scheduling and registration for RecSports classes, trips, services and private instruction. The position serves as an information source to participants on department-wide program offerings, facility operations and department policies and procedures. Personnel assist in the day-to-day operation of the Service Center Desk at Dixon Recreation Center. The position gives experience in business operations, training, mentoring, and provides experience in recreation tracking software and others.

Position Details, Duties and Responsibilities
- Provide and model quality customer service and professionalism to all participants and coworkers
- Facilitate class registrations, membership sales, locker rentals, and register participants for department classes in Fusion
- Accept cash, checks, student charge, credit card and departmental payment for services provided and make change as needed
- Provide information to the OSU community, the general public and RecSports staff on membership eligibility and access requirements
- Respond to phone calls and e-mails, answer questions, and direct inquiries appropriately
- Provide information to participants regarding department facilities, operations, programs and services
- Work to resolve participant account, locker, and access issues
- Address Problem Logs as needed to ensure 24 hour turnaround and assist in or process cancellations
- Schedule or facilitate scheduling of participant appointments In Outlook
- Perform opening and closing procedures at the Service Center
- Cash out at end of shift and provide accurate ending cash
- Check supply of department brochures and informational material that is stocked in standing brochure holders to ensure adequate supply
- Perform photocopying, distribution of copies, filing, printing of class rosters, and miscellaneous administrative tasks in support of program areas and as directed by the Service Center Coordinator
- Stay current on Service Center policies and procedures and apply them appropriately
- Provide administrative support to Service Center coordinator on special projects and/or events
- Be available to provide double-coverage at the Service Center desk as needed for the first two weeks of each term at least 14 hours per week during that time, available to work weekly scheduled hours and available for All Staff Training sessions
- Available to work a minimum of 4-6 hours per week and a maximum of 8–12 hours a week during regular term hours

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 for the Healthcare Provider and DRS Bloodborne Pathogens certifications is required before employment begins
Preferred Work and Extracurricular Experience

- Experience with PC, MS Word, Excel and Publisher and familiarity with MS Outlook & use of calendars is desired
- Attentive to detail
- Demonstrable conflict management and problem resolution skills
- Demonstrable organizational and clerical skills
- Demonstrable written and oral communication skills
- Ability to provide consistent, positive customer service
- Ability to trouble-shoot and think quickly
- Reliable, ability to multi task and work with a minimal amount of supervision
- Display creative problem solving techniques
- Previous supervisory or leadership experience
- Commitment to student development and leadership
- Awareness of and appreciation for individual uniqueness and diversity

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). This position can be scheduled to work between the hours of 7:15am – 7:45pm during the first 2 weeks of each term – working approximately 15-20 hours per week. This position can be scheduled to work between the hours of 7:45am-5:45pm Sunday through Saturday during the regular academic year – working a minimum of 4-6 hours per week and a maximum of 20 hours per week.

Compensation: Student employees are paid a wage consistent with the OSU Student Employment Pay Rate Guidelines. The Department of Recreational Sports identifies pay based upon job duties, level of responsibility and complexity of 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.