**URC Operations Assistant**

URC Operations Assistants, under limited supervision, duties may include, but are not limited to:

* Providing comprehensive customer service to the EWU fitness center users.
* Checking participants into the facility.
* Collecting/filing participant paperwork.
* Assisting participants with the completion of waivers/releases.
* Assisting participants with logging in and out of the Fast Fitness login app.
* Serving as a resource regarding facility policies and Fast Fitness course requirements.
* Answering the telephone and effectively responding to customer inquiries.
* Assisting participants with membership issues.
* Enforcing facility policies including, but not limited to dress code, extra items, etc.
* Performing daily and weekly cleaning tasks.
* Monitoring all participants and activities within the URC Arena at all times.
* Enforcing Arena Rules at all times to ensure the safety of all patrons.
* Assisting injured patrons by providing basic First Aid/CPR/AED; filling out incident reports.
* Assisting with the maintenance of arena surfaces (ice & multi-purpose floor) including, but not limited to, edging, resurfacing, and making ice.
* Helping to keep the Ice Resurfacer Room and the Arena Storage Room clean and organized for safety and efficiency.
* Maintaining and issuing recreational equipment (ice skates, broomball gear, helmets, basketballs, etc.).
* Maintaining equipment including, but not limited to, ice skate disinfecting, ice skate sharpening, helmet disinfecting/adjusting, properly inflated basketballs, and inspecting all equipment prior to issuing.
* Ensuring arena locker rooms are locked/unlocked at appropriately scheduled times.
* Performing other related duties as assigned or required.

This position will report to *insert department* and *insert title of supervisor/manager.*

This position will work *insert days and hours per week. This position will require some night and weekend work.*

**Required Qualifications:**
Applicants must have excellent customer service and interpersonal skills.

Applicants must have a professional demeanor and the ability to effectively communicate with a diverse population via phone, in-person, or electronic communications.

Applicants are expected to work hard as members of a larger employee body whose goal is to meet the facility’s mission statement.

Applicants must be able to lift up to fifty (50) lbs. Successful applicants must complete the EWU safe lifting training course and pass a physical.

Applicants must be at least 18 years old.

Applicants must be reliable, responsive, willing to take direction and follow guidance.

Successful applicants must complete the EWU cash handling training immediately upon hire.

Applicants must be able to work with others at all levels, have a professional demeanor, excellent interpersonal skills, strong oral and written communication skills, and emotional intelligence.

Applicants must be able to manage conflict, collaborate and work effectively both independently and as a member of a team.

**Preferred Qualifications:**

Certification in CPR/AED preferred.

Applicants with valid driver’s license preferred.

**Student employees are subject to EWU’s employment Policies and Procedures and the EWU Student Code of Conduct. As a student employee, you are expected to adhere to both. Please be advised that violations of the EWU Student Code of Conduct may affect your employment on campus, even if the conduct occurs beyond the scope of your job responsibilities.**

 **All new employees must comply with EWU immunization Policy 602-02 and provide proof of immunity or vaccination to MMR and proof they are fully vaccinated before beginning work at EWU. Waivers for the immunization requirements are available for medical or sincerely held religious beliefs.**

**This position, during the course of university employment will be involved in the receipt of, or accountability for, university funds or other items of value; as well as the unsupervised access with the developmentally disabled, vulnerable adults or children under the age of 16. The offer of employment is contingent upon successful completion and passing of a background check prior to beginning employment.**

**Salary Range TBD**