## Position Title
Customer Service Assistant

### Job Description
Customer Service Assistants (CSA) will work shifts in the lobby, outdoor area, equipment desk, and general facility. Students will help perform membership verification at the Student Recreation Center; assist in selling, renting, and inventorying equipment; collaborate with other facility staff to help maintain the care and appearance of the facility as well as assisting with special event operations as needed. Students are also responsible for serving as customer service liaisons and assist with facility policy enforcement.

### Required Certifications
No certifications are required. Current certifications in CPR/AED and First Aid are preferred. Satisfactory completion of staff training by the Department of Recreational Sports is required upon hiring.

### Work Hours/Anticipated Schedule
All applicants must be willing to work a minimum of 12 hours per week. This position requires early mornings, late evenings, and weekend hours. All applicants must also be willing to work holiday and semester breaks.

### Additional Information
CSA Lobby Responsibilities:
- Greet and welcome patrons
- Verify current membership status in computerized database
- Verify picture ID to ensure use by actual member
- Answer and refer questions from patrons
- Assist with special event operations as needed
- Other duties as assigned

CSA General Facility Responsibilities:
- Sweep floors in the lobby, gymnasiums, racquetball courts and hallways
- Clean tables and countertops
- Assist in day to day laundry operations
- Clean glass walls and railings
- Dust shelves and display areas
- Vacuum carpeted areas of the facility
- Sweep and maintain outdoor pavilion area
- Assist in special event set-up, operation and tear down as needed
- Other duties as assigned

CSA Equipment Desk Responsibilities:
- Sale, rental and check-out of sports equipment
- Oversee operation of towel, locker room and laundry services
- Verify inventory of all rental and sales equipment
- Oversee operation of handball/racquetball/squash court reservations
- Cash handling and cash register operations
- Other duties as assigned

Environmental Conditions
- Occasionally some bending and lifting of up to 40 pounds may be required
- Some work with cleaning chemicals may be required

### Pay Rate
- Starting pay rate for a Customer Service Assistant is $7.50/hour.
How To Apply

ALL APPLICATION MATERIALS MUST BE TYPED. Handwritten and/or incomplete applications WILL NOT be accepted. Please make sure your name is on ALL of your application materials.

All applications should be turned in to Room 202 of the Rec Center no later than Monday, September 4th, 2017 by 5pm. Late applications will not be accepted.

Required Application Materials (all materials must be included for consideration):

1. Student Employee Job Application (may be found online at http://recsports.tamu.edu; click part-time employment.)
2. Resume (You must submit a resume with your job application. If you do not have one, please summarize your work experience and/or any other experiences (i.e. student organizations, volunteer work, etc.) you feel relevant on a separate page.)
3. Essay (Please attach a separate sheet: maximum 1 page, 12 point font) answering the following questions.
   a. Why is working for the Department of Recreational Sports and specifically the Facilities Staff important to you compared to other jobs on and off campus?
   b. What qualities do you possess that you feel are important for this position?
   c. What is your definition of service to others?
   d. Describe your ideal Recreational Sports Facilities employee.
   e. How might being a part of the Facilities Staff benefit your future career goals?
4. Completed Availability Form (follows this page)

NOTE: All applicants must be college students.

Interview and Training Information

You will be notified by Wednesday, September 6th via email as to whether you have been selected for an interview.

First-round interviews will be in a group setting and will be held on Sunday, September 10th from 11:00am – 5:00pm in the Archery Room (243) of the Rec Center.

You will be notified by Monday, September 11th via email as to whether you have made it to the second-round interview.

Second-round interviews will take place on an individual basis on Tuesday, September 12th from 6-10pm and Wednesday, September 13th from 6-8pm.

You will be notified the evening of Thursday, September 14th via email of your hiring status.

If you are selected for the Customer Service Assistant position, you are required to attend the following training sessions and meetings:

- Wednesday, September 20th from 6:30-8pm in Room 1132
- Friday, September 29th from 3-6pm in Room 1132
- Sunday, October 1st from 12-3pm in Room 1132

If hired, you are also required to show two original forms of identification. Examples include, but are not limited to: driver’s license, social security card, passport, birth certificate, etc.

Contact Information

For more information about this job, please contact:

CJ Jason
Cjason@rec.tamu.edu
Rec Sports Customer Service Assistant  
Fall 2017 Availability Form

Name: ___________________________  Student Status: ___________________________

Phone: ___________________________  Email: ________________________________

Leave blank the hours you are AVAILABLE – i.e., cross out or shade the hours you are unavailable - to work during a normal week for the spring semester (allow for travel time between classes). Shifts run 5:30 am to midnight, Monday-Thursday; Friday shifts are from 5:30 am to 11:30 pm on Friday; Saturday shifts run 7:30 am to 11:30 pm; Sunday shifts are from 11:30 am to midnight. Work shifts generally last at least three hours.

You must be available to close two nights out of Thursday, Friday, and Saturday.

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If your work availability begins/ends on the half-hour or quarter-hour, make an appropriate notation. For example, if you can work on Mondays, from 6 a.m. to noon and 2:30 p.m. to 6:30 p.m., it would look like:

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I verify that I have completed this availability form in accordance with my schedule and that if hired I would be willing to work the hours indicated as available.

Signature: ___________________________  Date: ___________