Facility Associate

General Statement of Duties

Facility Associates are responsible for greeting and welcoming patrons, verifying membership statuses and enforcing facility policies. They perform cashier and inventory tasks for the sale, rental, and check-out of sports equipment and oversee towel service operations. Facility Associates aid in maintaining the care and appearance of the recreation facilities and facilitate special event operations as needed. Additionally, the work independently at the South Entrance of the Student Rec Center and the Omar Smith Instructional Tennis Center.

Typical Responsibilities

Facility Associate – Rec Center
- Greet and welcome patrons
- Check and verify valid Rec membership status of patrons
- Check picture ID to ensure use by actual member
- Answer and refer questions from patrons
- Sale, rental, and check-out of sports equipment
- Maintain cleanliness and organization of designated work area
- Oversee operation of towel and laundry services
- Verify inventory of all rental and sales equipment
- Adhere to proper cash handling and cash register operations
- Oversee operation of handball/racquetball/squash court reservations
- Serve as tour guides for patrons
- Damp mop indoor gymnasiums and racquetball courts
- Clean handrails, tables and highly trafficked areas of Rec Center
- Straighten furniture throughout the facility
- Spot sweeping and vacuuming as necessary
- Enforce facility policies
- Other duties as assigned

Facility Associate – Satellite Facilities
- Monitor tennis courts
- Verify current membership status in computerized database
- Check rental equipment in/out to participants
- Verify field reservation and usage schedule
- Help with upkeep of facility
- Enforce facility policies
- Other duties as assigned

Experience and Abilities
- Current certification in CPR and First Aid preferred
- Previous experience in customer service preferred
- Some cleaning experience preferred
- Cash Handling Training with the Business Services staff required
- Must be a currently enrolled student
Training
• Satisfactorily complete staff training provided by Rec Sports facilities staff
• PCI-DSS Credit Card Terminal Training – 2112477

Environmental Conditions
• Will be required to be outside in the elements during parts of shift
• Occasionally some bending and lifting of up to 50 pounds may be required
• Some work with cleaning chemicals may be required

Pay Scale
In accordance with departmental policy, a Facility Associate will start at a rate of $10/hour and is eligible for a merit raise after four months of service.

Learning Outcomes
1) Provide exemplary customer service while serving as a resource for information to Rec Sports patrons.
2) Manage facility entry by verifying patron membership through computerized database
3) Successfully process sale, rental and check-out procedures through computerized database
4) Manage operations and risk over the Omar Smith Instructional Tennis Center
5) Educate and enforce patrons on Rec Sports policies

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 via email to bford@rec.tamu.edu no later than Wednesday June 1, 2022, by midnight. Late applications will not be accepted.

Required Application Materials (all materials must be included for consideration):
1. A completed Rec Sports part-time job application, available HERE.
2. Resume - You must submit a resume with your job application. If you do not have one, please summarize your relevant work experience and/or any other experiences (i.e. student organizations, volunteer work, etc.) on a separate page.
3. Essay - Please attach a separate sheet (maximum 1 page, 12 point font) answering the following questions:
   a. What about working for the Facilities department of Recreational Sports, excites you the most?
   b. What other on/off campus commitments are you currently involved with and what methods do you utilize for time management?
4. Completed Availability Form & Cover Sheet Checklist (follows this page)

NOTE: All applicants must be a current student.

Work Hours/Anticipated Schedule
Staff members working in this position should expect 2-3 shifts a week during the summer semester and into the fall/spring semesters (shifts will generally be 3-4 hours long) depending on their work availability, other employment in the department (if any), and the special event schedule. Typical facility hours are:

Fall/Spring Hours
Student Recreation Center – Fall/Spring Semester Hours*
Sunday: 12:00 p.m. – 12:00 a.m.
Monday-Thursday: 6:00 a.m. – 12:00 a.m.
Friday: 6:00 a.m. – 11:00 p.m.
Saturday: 8:00 a.m. – 11:00 p.m.
Penberthy Rec Sports Complex – Fall/Spring Semester Hours

Sunday – Thursday: 5:00 p.m. – 10:00 p.m.**  
Friday: 4:00 p.m. – 10:00 p.m.  
Saturday: 12:00 p.m. – 8:00 p.m.

**On nights of intramural play (Sunday-Thursday), Penberthy will remain open until intramural games have completed – generally around midnight. There will be special events and tournaments on weekends that are scheduled outside of the normal operating hours. All satellite facilities are closed on home football game days.

Summer Hours

Student Recreation Center – Summer Hours

Sunday: 12:00 p.m. – 10:00 p.m.  
Monday-Friday: 6:00 a.m. – 10:00 p.m.  
Saturday: 9:00 a.m. – 10:00 p.m.

Penberthy Rec Sports Complex (North) & Tennis Courts – Summer Semester Hours

Sunday – Thursday: 7:00 p.m. – 10:00 p.m.  
Friday & Saturday: 5:00 p.m. – 8:00 p.m.

Other

All applicants will be notified whether or not they have been selected for an interview by 5pm on Friday, June 3 via email.

Interviews will be held at the Rec Center on Monday, June 6th from 5pm-8pm and Tuesday, June 7 from 9:30am-12:30pm

If you are selected for this position, you are required to attend the following training sessions:

- Monday, June 27
- Wednesday, June 29

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 or questions you have on the Rec Sports Facility Associate position, please contact the following individual:

Brooks Ford – bford@rec.tamu.edu
Rec Sports Facilities Staff
Summer 2022 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 summer (allow for travel time between classes/home/etc). Shifts run throughout the normal operating hours of the facilities (see pages 1-2). 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:

|       | 6am | 7  | 8  | 9  | 10 | 11 | 12p | 1   | 2   | 3   | 4   | 5   | 6   | 7   | 8   | 9   | 10  | 11  |
|-------|-----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|----|----|
| Monday|     |    |    |    |    |    |     | XX  | XX  | 30  | 30  | XX  | XX  | XX  | XX  | XX  |    |    |    |

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: _____________
Put the following items in order as listed. Use the checklist below to ensure you have all required materials. Please **attach** all the below materials to your application email:

- [ ] Cover Sheet (this page)
- [ ] Part-Time Job Application
- [ ] Resume
- [ ] Essay Questions
- [ ] Availability Form

Before making it to the interview stage, this position requires students to work 2-3 shifts per week (this includes some weekends). **Are you able to work 2-3 shifts per week?** If no, please email Brooks Ford (bford@rec.tamu.edu) to explain potential scheduling conflicts.

- [ ] Yes  
  - [ ] No

If making it to the interview stage, interviews will take place Monday, June 6 and Tuesday, June 7. **Will you be available to interview on this date?**

- [ ] Yes  
  - [ ] No

If hired, trainings will take place on Monday, June 27 and Wednesday, June 29. **Will you be available for training on this date?**

- [ ] Yes  
  - [ ] No

If hired, **would you be available to work during these time periods?**

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*Note: if you are missing any of the required documents, you will not be considered for an interview. You will be contacted by e-mail regarding interview information, so please be sure to check your email regularly after submitting this application.*