Position Title | Customer Service Assistant/Satellite Facility Attendant

Please indicate your interest in the following positions:

- [ ] Customer Service Assistant  
- [ ] Satellite Facility Attendant  
- [ ] Both Positions

**Job Description**

Customer Service Assistants (CSA) will work shifts in the lobby, 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.

Satellite Facility Attendants are the customer service representatives for the Rec Sports Department at the Penberthy Rec Sports Complex, the Physical Education Activity Program building (PEAP), and the Omar Smith Instructional Tennis Center. They assist in overseeing the complex, checking out sports equipment, and general supervision of the facilities. This position will interact with staff and participants from the intramural sports program and sport club program, as well as individuals utilizing the complex for recreational play and special events.

**Required Certifications**

No certifications are required for either position. 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**

Staff members working in this position could expect 3-4 shifts a week during 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. Current satellite facility hours are:

**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.

**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: 10:00 a.m. – 10:00 p.m.

*Hours subject to change due to holiday breaks, May and August mini semesters, etc.*
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.

Penberthy Rec Sports Complex – Summer Semester Hours
Sunday – Thursday: 7:00 p.m. – 10:00 p.m.
        Friday and Saturday: 5:00 p.m. – 8:00 p.m.

Physical Education Activity Program Building (PEAP) – Fall/Spring Semester Hours
Sunday – Thursday: 5:00 p.m. – 11:00 p.m.
        Friday: Closed
        Saturday: Closed

PEAP is closed during summer semesters

Omar Smith Instructional Tennis Courts – Fall/Spring Semester Hours
Monday – Thursday: 6:00 p.m. – 10:00 p.m.
        Friday - Saturday: 4:00 p.m. – 8:00 p.m.
        Sunday: 4:00 p.m. – 10:00 p.m.

The tennis courts are closed during the summer semesters

Position Details

Customer Service Assistants work as Lobby Receptionists, General Facility Attendants, and Equipment Attendants. Below are details for each area:

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

Satellite Facility Attendants
- Check out sports equipment
- Check and verify valid Rec membership status of patrons
- Process guest pass and racquet rental sales
- Help with upkeep of satellite facilities
- Enforce facility policies
- Other duties as assigned

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 Rate
- Starting pay rate for a Customer Service Assistant and Satellite Facility Attendant $7.80/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 Tuesday, September 4th 2018 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. What about working for Recreational Sports, specifically this Facilities position, 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?
   c. What qualities do you possess that you feel are important for this position?
   d. How might being a part of the Facilities Staff benefit your future?
4. Completed Availability Form & Cover Sheet Checklist (follows this page)

NOTE: All applicants must be college students.
Interview and Training Information

You will be notified by **Friday, September 7th** 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 16th** from 11:00am – 5:00pm in the Archery Room (243) of the Rec Center.

You will be notified by **Monday, September 17th** 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 **Wednesday, September 19th** from **5-10pm** and **Thursday, September 20th** from **5-8pm**.

You will be notified the evening of **Friday, September 21st** via email of your hiring status.

If you are selected for either Facilities position, you are required to attend the following training sessions and meetings:

- Friday, October 5th from 4-8:30pm in Room 1132
- Sunday, October 7th from 12-5pm in Room 281 – Customer Service Assistants ONLY
- Sunday, October 8th from 12-5pm in Penberthy Meeting Room – Satellite Facility Attendants ONLY

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 on the Customer Service Assistant position, please contact:
Jonathan Schmitz at Jschmitz@rec.tamu.edu

For more information on the Satellite Facilities Attendant position, please contact:
Christian Miller at Christian_Miller@rec.tamu.edu
Rec Sports Facilities Staff  
Fall 2018 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 fall (allow for travel time between classes/home/etc). Shifts run 5:30 am to 12:30 am Monday-Thursday; Friday shifts run 5:30 am to 11:30 pm; Saturday shift run from 7:30 am to 11:30 pm; Sunday shifts are from 11:30 am to 12:30 am. 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:

|       | 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: ____________
Name: ______________________________________________

Put the following items in order as listed. Use the checklist below to ensure you have all required materials. Please **staple** all materials together in the order listed below:

- [ ] Cover Sheet
- [ ] Student Employee Part-Time Job Application
- [ ] Resume
- [ ] Essay Questions
- [ ] Availability Form

Please indicate your interest in the following position(s):
(circle) Customer Service Assistant  Satellite Facility Attendant  Both

Interviews will take place Sunday, September 16th; Wednesday, September 19th; and Thursday, September 20th. Will you be available to interview during those dates?
(circle) Yes  No

If hired, training will take place on Friday, October 5th & Sunday, October 7th. Will you be available for training during this period?
(circle) 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.

________________________________________________________________________

Staff Use Only

Interview:  Yes  No  Date:_________  Time:______________  Hired:  Yes  No

recsports.tamu.edu

979.845.7826