

C. William Stromberg Complex Office Assistant

Position Description

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Title:	Office Assistant
Department:	HPHP/Stromberg Complex
Reports to:	Stromberg Complex Student Facility Supervisors Stromberg Complex Facility Manager
Appointment:	Academic year 2016-17
Start Date:	July 1, 2016
Remuneration:	Hourly Pay beginning at \$10.00/hr
Anticipated Commitment:	5-15 Hours/Week

Position Summary

This position will work closely with the Student Facility Supervisors, the Facility Manager, and members and guests. Responsibilities will include verification of all transactions, oversight of deposits, membership sales, attention to detail, and maintaining high levels of customer service at all times. This position will require morning, afternoon, and evening hours.

Responsibilities

- A. Complete daily deposits for the Stromberg Complex
- B. Sell/renew memberships for all patrons and guests
- C. Verify all transactions in a timely and accurate manner
- D. Work with patrons to ensure high levels of customer satisfaction
- E. Collect liability waivers from first-time Complex users
- F. Assist patrons in answering questions about the Complex, programs, etc. and/or directing them to a professional staff member that can assist them
- G. Make sure all required paperwork is completed in its entirety (i.e. accident/injury reports, etc.)
- H. Execute the Complex Emergency Action Plan when appropriate.
- I. Ensure all members have the proper identification for entry to the Complex
- J. Ensure all guests are sponsored by a current member
- K. Communicate effectively with Facility Managers regarding scheduling, patron requests, customer service concerns, etc.
- L. Enforce all Complex policies & procedures
- M. Conduct Complex tours when appropriate
- N. Supervise members and guests throughout the Complex
- O. Actively recruit potential employees
- P. Represent the department with integrity
- Q. Other duties as assigned

Minimum Qualifications and Conditions of Employment

- A. Must be able to attend spring and fall training activities.
- B. Must be able to lift up to 25 lbs
- C. Possess the ability to work as part of a team
- D. Have the ability to problem solve

Preferred Qualifications

- A. Strong mathematical and technology background is desirable
- B. Strong organizational skills and leadership experience is desirable
- C. NIRSA Member