

The Southern Baptist Theological Seminary

Position Description

Position Title: Guest Services Associate

Department: Health and Recreation

Position Code: F0406

Date Prepared: 5/11/15

FLSA Status: Exempt Non-Exempt

Full Time: Yes No

JOB SUMMARY:

The purpose of this position is to manage the desk in the Health and Recreation Center, provide knowledgeable and friendly customer service, and to serve the seminary community by providing education, programming and facilities that encourage and assist seminary community members and their families to develop and maintain healthy lifestyles.

ESSENTIAL JOB FUNCTIONS:

The employee in this position will have the following essential job functions:

- Greet facility users. Check identification cards and guest passes and permit entry as appropriate.
- Maintain a clean, organized and professional looking front desk area
- Functional knowledge of upcoming HRC event details and programs
- Check in/out equipment. Keep all equipment sanitary and organized in storage closets
- Follow cash handling policy
- Provide information and assistance to users as requested
- Interpret policies and procedure for users
- Open and close the facility as assigned
- Report maintenance needs to a supervisor
- Participate as a staff member in designing, promoting and planning programs
- Assist users with locker and towel services registration
- Functional knowledge of ID system (i.e. procedures and equipment)
- Attend all scheduled shifts, mandatory staff training, monthly meetings, locker clean out, and First Aid/AED training
- Assist users in registering for events, services or programs
- Answer and transfer phone calls. Take detailed written messages
- Maintain excellent communication through verbal interaction, Communications Binder and the Daily Front Desk Journal
- Oversee that all forms are filled out legibly, correctly and completely
- Assist Administrative Assistant and Director as needed

Performs other duties as may be assigned by supervisor.

EXPERIENCE:

The person in this position must have a high school diploma. Previous experience is preferred but not required.

SUPERVISION:

The person in this position will supervise no one.

The person in this position will report to the Administrative Assistant of the Health and Recreation Center.

REQUIREMENTS:

A consistent schedule is required. This person must be available to work (28 hours max) either Monday-Friday 9:00 am-2:00 pm, 2:00-10:00 pm or weekend morning/evening hours.

This position requires strong interpersonal skills, attention to detail, excellent communication skills and phone etiquette.

WORK ENVIRONMENT:

The person in this position will work in an areas where one will typically be sitting at a desk or table, intermittently sitting, standing, stooping, walking, lifting light objects (less than 25 lbs), and lifting heavy objects (more than 25 lbs). Work is typically performed in an office and sometimes noisy environment.

EQUIPMENT:

The person in this position will use the following equipment: Printer/copier, TVs, DVD player, Wii, Google Drive, SBTS tracking system, HRC website, various children's equipment, intramural gear, outdoor equipment, and camping/sports equipment.