

# University Recreation and Sport Facilities

## Office Assistant – University Recreation & Sport Facilities Office

### Position Title:

Office Assistant

### Position Description:

To provide front counter customer service for students, faculty/staff and community members; to provide clerical assistance to the UR&SF support and academic/program staff. Good people/customer service skills and basic computer skills required; cash register experience preferred. Federal work study is preferred.

### Primary Responsibilities:

1. Serve as receptionist: Answer the main departmental telephone line(s) and serve those who come to the Hilltop Recreation Center Counter for assistance. Familiarity with departmental programs and activities along with the facility user guide is necessary.
2. Assist students, faculty & staff (and/or other approved users) in completing membership cards for Crest Fitness Center and/or the McPhee Strength & Performance Center (dual memberships). Verify enrollment/user status, complete the appropriate departmental data, collect fees, process activity- keyed payment (with either cash, check, Blugold Card, or Mastercard/Visa), provide correct change/receipt and validate the membership card. In the case of faculty/staff/student spouses or other approved users (including UW-System employees), complete and laminate the appropriate supplemental membership card. Advise new members of training opportunities and second pair of shoes policy. Alphabetically file cards that have been entered on the Putty system. Follow-up on incomplete membership cards.
3. Assist students, faculty & staff purchase multi-class passes for aerobic classes. Verify enrollment and/or participant status, complete departmental data, collect fees and process activity-keyed payment, complete the multi-class pass card and return it to the Recreation Specialist coordinating the Aerobics Program.
4. Register students, faculty/staff and community members for non-credit instructional/wellness classes. Verify participant status, complete departmental registration data, collect appropriate fees and provide a receipt & program information.
5. Register students, faculty/staff and community members for Special Events. Verify enrollment/participant status, complete departmental data, collect fees/process payment and provide a receipt and program information.
6. Schedule students, faculty, staff and their respective spouses for on-site and table massage therapy appointments. Provide rules/guidelines and health questionnaires for first time clients. Assure user compliance and collect fees; allow appropriate time between appointments; notify therapists of appointment schedule.

7. Assist students and faculty/staff with registration for Body One or the Fitness & Nutrition Programs. Assure completion of forms and collect fees; advise fitness center coordinator of new client so appropriate team member can be assigned for follow-up.
8. Register children for the Wisconsin Youth Sports Program, including arranging transportation and scheduling medical exams. Assist with program data entry. Coordinate mailing of medical exam and informational packets to parents/guardians. Check required forms for accuracy and completion when returned. Alphabetize and file required forms. Assist with preparation of orientation forms and staff/counselor clipboards. If working during the summer, escort children to groups and help monitor behavior of children in the hallways, during lunch or while they are in the office.
9. Assist support and program staff with assorted duties and responsibilities as needed – duplicating, collating, and preparing departmental promotional flyers/brochures for mailing; typing/filing correspondence, etc.
10. Miscellaneous duties as requested or assigned by supervisor, support or program staff.

**Expectations:**

- Employees must be enrolled in classes at UW-Eau Claire throughout their employment term and are required to pass a criminal background check.
- Employees are expected to attend orientation/training as scheduled by their supervisor.
- Employees are expected to arrive promptly for their work schedule and present appropriate workplace behavior and attire.
- Employees are expected to notify their supervisor (via telephone) if they are unable to work their assigned shift and/or find a replacement (if possible).
- Work week is limited to 40 hours per pay period and employees are expected to complete their own time sheets for submission to their supervisor.

**Additional Information and Form Submission:**

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