

COLUMBIA

RECREATION

COLUMBIA UNIVERSITY DEPARTMENT OF INTERCOLLEGIATE ATHLETICS AND PHYSICAL EDUCATION

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| Job Title: | Customer Service Attendant | | |
| Department: | Physical Education and Recreation: Recreation Operations | Wage: | \$15.00/hour |
| Location: | Dodge Fitness Center | Supervisor: | Assistant Director and Director of Recreation Operations |

Job Description

Essential Duties and Responsibilities

- Provide excellent customer service
- Inform patrons of building policies, operational protocols, and Open Recreation schedules
- Direct customers to various offices, recreation/athletic spaces, and meeting rooms
- Understand and uphold the overall goals of our Physical Education & Recreation Department (PEREC)
- Understand emergency protocols and take appropriate action in emergencies
- Regularly attend scheduled meetings and training sessions
- Arrive on time, dress in appropriate attire (uniform)
- Perform daily operational duties as assigned

Customer Service Attendant

- Greet customers as they enter the building, enforce access policies, answer phone calls, respond to questions from members, and manage Squash Court and Cardio Equipment reservations
- Operate washer and dryer, return Club Laundry bags, check out daily locker keys, member/club towels, sporting & fitness equipment, retrieve towels from the pool locker rooms
- Maintain cleanliness and organization of Front Desk & Equipment Check Out locations

Required Qualifications

- Currently enrolled Columbia University Student
- Available to work early mornings, afternoons, late nights, and weekends
- Customer service or related experience
- Must be task-oriented and have great attention to detail
- Extremely dependable and committed to their work
- Willing to learn and implement all rules and policies for Physical Education and Recreation
- Willing to follow and uphold COVID-19 policies and procedures, including University and city guidelines
- Able to lift up to 45 lbs