

ASHLAND UNIVERSITY

RECREATION & WELLNESS

Title: Customer Service Supervisor

I. Job Summary

The Customer Service Supervisor is responsible for the overall operation of the Customer Service desk during operating hours for the Rec Center. The Customer Service Supervisor will work directly with members and guests, providing courteous, friendly and professional assistance. As a member of the Recreation and Wellness team, employees should promote and encourage the department's facility, program, and staff.

II. Job Relationship

- A. Responsible to: Director of Recreation and Wellness
- B. Supervised by: Assistant Director of Recreation and Wellness, Facility Operations
- C. In the absence of full-time staff, is under the supervision of the Facility Manager.

III. Responsibilities

- A. Greets all persons who enter the facility while providing directions and accurate answers to questions.
- B. Provide excellent customer service by being knowledgeable in the Rec Center amenities & areas as well as the philosophy, policies, and procedures of the Department of Recreation and Wellness.
- C. Maintain positive relations and rapport with program participants and facility users.
- D. Grant facility access to members, guests, rentals, and spectators.
- E. Sell and issue items for facility access, including memberships, passes (guest, eagle, 5 free visit, etc.), and issuing temporary membership cards.
- F. Perform clerical duties as needed, including telephone reception, data entry, mailings, and filing.
- G. Assist in maintaining security for the building.
- H. Provide customers with information pertaining to the programs and services the Rec Center offers.
- I. Perform all point-of-sale functions utilizing CSI software and reconciliation at the end of shift.
- J. Receive and confirm sand volleyball reservations, via Microsoft Teams Form.
- K. Maintain a clean work area through completing assigned checklist duties and finding extra tasks to complete when checklist is complete.
- L. Attend mandatory staff meetings and staff trainings.
- M. Other duties as assigned.

IV. Risk Management

- A. Enforce departmental policies and procedures to ensure participant safety.
- B. Serve as primary responder to all injuries/medical emergencies that happen within the Atrium, Observation Deck, Classrooms, Offices, or other area when first to recognize emergency.
- C. Support fellow Recreation and Wellness staff in response to medical emergencies that happen within the facility.

V. Position Qualifications

- A. Standard First Aid, CPR, and AED certification.
- B. Computer literate, specifically proficient in Microsoft Office.
- C. Maintain a minimum 2.0 GPA