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. Major responsibilities will include providing customer service information, facility access, selling memberships when full-time staff is not available, renting out movies, monitor security monitors, operating cash register and assisting in the communication within the facility. The Customer Service Supervisor is responsible for racquetball and golf simulator reservations and performing general clerical and maintenance functions as necessary. The Customer Service Supervisor will work directly with members and guests, providing courteous, friendly and professional assistance.

II. Job Relationship
A. Responsible to: Director of Recreational Services  
B. Supervised by: Assistant Director of Recreational Services – Aquatics and Student Development  
C. In the absence of full time staff, is under the supervision of the Facility Manager.

III. Responsibilities
A. Serves as the ambassador between the Department of Recreational Services and its members and guests.  
B. Maintain positive relations and rapport with program participants and facility users.  
C. Knowledge of facility policies and procedures and the philosophy of Recreational Services.  
D. Knowledge of the physical layout of the Recreation Center.  
E. Validation of member cards.  
F. Sell passes for facility access, including guest passes and temporary memberships.  
G. Coordinate movie rentals.  
H. Clerical duties including answering phones, data entry, and mailings.  
I. Provide or coordinate First Aid, CPR, and AED procedures in emergency situations.  
J. Other duties as assigned.

IV. Position Qualifications
A. Standard First Aid, CPR, and AED certification.  
B. Computer literate, specifically proficient in Microsoft Office.

V. General: 
A. Attend mandatory staff meetings and staff trainings.  
B. Promote Department of Recreational Services.