



Office Assistant

Department: University Recreation + Wellness (UREC), University of Arkansas - Fayetteville

Location: HPER Building

Position Description:

Office Assistants are responsible for assisting members and non-members in purchasing any requested service. They provide information regarding all University Recreation + Wellness programs, events and facilities. Office Assistants provide excellent customer service to participants and must be knowledgeable of all UREC policies.

This position will develop UA Career-Ready skills such as Communication, Critical Thinking, and Professionalism

Duties & Responsibilities:

Customer Service & Communication - 40%

- Provide customer service that is friendly, helpful, and immediate.
- Communicate issues or concerns clearly with supervisor
- Direct customers to online information with easy, detailed instructions.
- Provide accurate information to all inquiries on how to purchase a membership.
- Provide the most up to date information regarding parking policies and/or provide directions in finding information.

Program & Service Knowledge - 25%

- Provide accurate information regarding programs and services, including Membership/Lockers/Towels, and all UREC program areas and facilities
- Provide accurate information to patrons on various UREC offerings and policies.

Transactions & Registration Processing - 20%

- Process membership/locker/towel service accurately, provide correct change, and handle credit card transactions according to policy.
- Process all deposits correctly.
- Process all program registrations while ensuring that all waivers are signed.

Records Management & Policy Compliance - 15%

- Add Group Fitness, Club Sports, and Bouldering Wall waivers to member accounts within 24 hours, ensuring accuracy and correct date entry.
- Accurately log lost and found items, recording complete contact information per departmental guidelines.

- Ensure all duties, transactions, and member interactions are completed in alignment with UREC policies and procedures.
- Maintain up-to-date knowledge of operational standards and follow established protocols in all recordkeeping and service processes.

Minimum Qualifications:

- Current University of Arkansas student

Preferred Qualifications:

- 1+ years of working in the University Recreation + Wellness department.

Federal Work Study Requirement:

- Federal Work Study award preferred but not required.

Required License(s), Training, Certification(s), & Background Checks:

- Adult & Pediatric First Aid, CPR, and AED certification or be able to obtain certification within 40 days of hire (UREC will provide a certification opportunity, if needed)
- Background checks not required for undergraduate candidates

Physical Activities Associated with this Position:

The following physical activities are associated with the position and will be performed with or without accommodation. All individuals are encouraged to apply.

- Medium Work | Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
 - Hearing, reaching, standing, talking, walking- Constantly
 - Crouching, grasping, kneeling, lifting, manipulating items with fingers, pulling, pushing, repetitive motion, stooping, balancing, climbing, crawling, handling of sharp tools, sitting- Occasionally

Visual Acuity:

- Employee is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures
- Employee is required to have close visual acuity to perform an activity such as preparing and analyzing data figures; transcribing; viewing a computer terminal; extensive reading; and/or visual inspection at distances close to the eyes.

Compensation & Benefits:

- Wage Rate: \$11.25/hour
- Student Affairs Wage Scale: 2

Hours and Schedule:

- The position is designed to be a 3-12 hours per week in person commitment.
- Weekly work hours vary and may include morning, evening, and weekend.

Employment Timeline:

- This position is eligible for up to 4+ years of continuous employment upon satisfactory performance and continued academic enrollment.

Supervision: Assistant Director Member Services & Events, University Recreation + Wellness

This job will provide experiences to develop the following UA Career-Ready Skills:

Communication| Critical Thinking| Professionalism

- **Ability to Use Oral Communication:** Ability to effectively convey information and meaning through speech, that is, easy to understand, engaging and employs proper tone.
- **Ability to Use Active Listening:** Ability to focus completely on a speaker, understand their message, comprehend the information, and respond thoughtfully.
- **Ability to Display Situational Awareness:** Ability to gather information, anticipate needs, prioritize issues and set achievable goals in the workplace.
- **Ability to Act with Integrity:** Act with integrity in the workplace by being trustworthy, accountable, respectful of colleagues and stakeholders, and finding ways to align and navigate personal ethics in with workplace.
- **Ability to Demonstrate Dependability:** Act as a dependable, diligent member of a work environment by being present, prepared, responsible for your actions, behaviors, performance, and decisions and showing attention to detail.

Application Instructions and Required Document:

- Please contact Kelsey Harelson at kgharels@uark.edu, with additional questions about the position.
- Required Documents: Resume & Cover Letter
- Application documents must be submitted in Workday
- Application deadline: TBD

Equal Opportunity and Compliance: The University of Arkansas is an equal opportunity institution. The University does not discriminate in its education programs or activities (including in admission and employment) on the basis of any category or status protected by law, including age, race, color, national origin, disability, religion, protected veteran status, military service, genetic information, sex, sexual preference, or pregnancy. Federal law prohibits the University from discriminating on these bases. Questions or concerns about the application of Title IX, which prohibits discrimination on the basis of sex, may be sent to the University's Title IX Coordinator and to the U.S. Department of Education Office for Civil Rights.