



## **Service Center Attendant**

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

**Location:** HPER Building

### **Position Description:**

The Service Center Attendant will provide quality customer service at the HPER Building to University Recreation + Wellness participants in a variety of methods. They are responsible for providing excellent financial operations and service through equipment checkout, laundry services, reservations, and accurate information sharing. This role serves as a key communication link during emergencies and incidents, ensuring proper protocols are followed. The attendant will maintain organized equipment checkout systems, support departmental needs, track inventory, and assist with opening and closing duties.

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

### **Duties & Responsibilities:**

#### **Customer Service & Communication — 40%**

- Provide quality customer service to all
- Answer phone calls and provide accurate information to all participants.
- Serve as the primary communication link during the emergency action plan and during all accidents, incidents, and security-related situations.

#### **Equipment Checkout & Inventory — 30%**

- Maintain proper policies and procedures for equipment checkout.
- Keep the equipment checkout system organized and operational.
- Maintain equipment for the department
- Keep accurate records of equipment checkout and inventory.
- Report any problems or issues related to equipment.

#### **Facility Operations — 30%**

- Assist the student manager with opening and closing duties.
- Provide laundry and towel services as needed for participants and staff.
- Ensure clean and organized laundry operations.
- Support general operations of the Service Center as directed.
- Help with reservations and general facility information as needed.

**Minimum Qualifications:**

- Current University of Arkansas student

**Preferred Qualifications:**

- At least one year of customer service experience
- At least one year of sales experience
- At least one year of working within University Recreation + Wellness
- Experience working with sport equipment and/or inventory systems

**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- Frequently
  - Balancing, climbing, crawling, driving, 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 10-20 hours per week in person commitment.
- Weekly work hours vary and may include morning, evening, weekend, and holiday shifts.

**Employment Timeline:**

- This position hires on an as needed basis.

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

**Supervision:** Member Services Graduate Assistant, 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 Maegan Pironti at [mpironti@uark.edu](mailto:mpironti@uark.edu), with additional questions about the position.
- Required Documents: Resume & Cover Letter
- Application documents must be submitted in Workday
- Application deadline: TBD

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