**Office Assistant**

**Position Description:** Office Assistants are responsible for assisting members and non-members in purchasing any requested service. They provide information regarding all University Recreation programs and events in person and on the phone. Possessing an excellent knowledge of membership, building and UREC policies is an essential component of an outstanding Office Assistant. Professional staffs depend on Office Assistants to take messages, assist in special projects and provide assistance to specific program areas.

**Specific Responsibilities:**

* Provide customer service that is friendly, helpful and immediate.
* Process membership/locker/towel service accurately, providing correct change, and handling credit card transactions according to policy.
* Provide accurate information regarding programs and services, this includes but is not limited to Membership/Lockers/Towels, Club Sports, Intramural Sports, Group Fitness Classes, Personal Training, Small Group Training, Massage and Outdoor Recreation Programs.
* Direct customers to online information with easy, detailed instructions.
* Process club sports deposits correctly.
* Communicate issues or concerns clearly with the Membership Coordinator.
* Add Group Fitness, Club Sports and Bouldering Wall Waivers to Member accounts within one day and with correct dates.
* Provide excellent customer service etiquette in person, on the phone and while using the radio.
* Accurately log lost and found items, ensuring the accurate recording of individual’s contact information.
* Process all program registrations while ensuring that all waivers are signed.
* Be familiar with where to find information, forms and folks.
* Provide accurate information to Affiliate staff, visiting scholars, Global Campus Students and domestic partnerships regarding required documents for purchasing a membership.
* Provide accurate information to domestic partners.
* Provide the most up to date information regarding parking policies and/or provide direction in finding information.

**Minimum Qualifications:**

* Current University of Arkansas student
* Must possess Pediatric & Adult 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)

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

* Pediatric & Adult 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)

**Preferred Qualifications:**

**Physical Activities Associated with this Position:**

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

* Manipulating items, grasping, hearing, repetitive motion, talking- Constantly
* Lifting, reaching, sitting, standing, walking- Frequently
* Crouching, feeling, kneeling, pushing, handling of sharp tools, stooping- Occasionally
* Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly. Sedentary work involves sitting most of the time.

**Visual Acuity:**

Employee is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; and/or visual inspection at distances close to the eyes.

**Skills Obtained:**

* Critical Thinking/Problem Solving
* Verbal Communication
* Flexibility/adaptability
* Interpersonal skills
* Responsibility, Dependability, Accountability
* Customer Service
* Influencing and/or selling to others
* Conflict Management
* Strong Work Ethic
* Obtaining and processing important information
* Creative Thinking

**Work Schedule & Compensation:**

* ## - ## hours per week; variable schedule that may include morning, evening, weekend, and holiday shifts; $###/hour

**Supervision:** This position is supervised by the <insert title of supervisor> in UREC.

**Application Process:** Applicants must apply through <http://jobs.uark.edu>. Deadline to apply is <insert date>.