



UNIVERSITY OF  
NEW ENGLAND

Finley Recreation Center

## Front Desk Job Description

2012 - 2013

### **Overview**

Friendly, punctual, dependable, customer service driven students are eligible to apply for job openings at the Front Desk. Primary duties comprise of assisting in the daily operations of the fitness center. This includes, but is not limited to, checking members into the facility, handling membership transactions, opening and closing the facility, cleaning equipment, and ensuring a clean and safe environment.

Shifts can vary in length. Hours needed include 6 AM – 10 PM weekdays and weekend shifts.

### **Responsibilities**

Oversee and carry out various day-to-day facility functions for the Finley Recreation Center and other Health and Wellness Departmental programs.

Acquire working knowledge of Finley Recreation Center policies and procedures. Provide and interpret detailed information to all inquiries regarding fees, special programs, and policies and procedures.

Maintain member files and membership database. Improve and streamline current information management systems.

Perform regular front desk duties for the department: answer phones, photocopy, check members into facility, clean exercise equipment, and complete appropriate paperwork. Also, attendance is mandatory for training sessions prior to start of first shift.

Record all membership transactions in software program and balance cash box. Maintain locker rental system and rental monies.

Assist with department advertising and other promotions. Set-up and breakdown intramural games scheduled during your shifts.

Confer regularly with immediate supervisor to exchange information, resolve problems, and the like.

Understand and comply with HIPPA regulations and the University of New England Safety Manual.

Performs other duties as assigned.

Academic related tasks are permitted so long as front desk duties are being fulfilled in a timely manner.

### **Supervision Received**

Supervision is received from the Fitness Center Manager and the Director of Health and Wellness Education.

### **Qualifications**

A combination of education and experience (1-2 years preferred) that provides the ability to perform the responsibilities of the job. Knowledge of fitness terminology is helpful.

- Broad base of general clerical/secretarial skills, including filing, phone/front desk reception, and so forth.
- Outstanding customer service skills, including professionalism, 'people' skills, and the maintenance of confidentiality.
- Good basic administrative and organizational skills. Experience in organizing and maintaining moderately complex filing and records systems.
- Good reading, spelling/grammar and general writing and math skills. Some cash handling experience is desirable.
- Ability to deal effectively with a wide variety of University personnel, students, and/or outside individuals/organizations.
- Previous UNE experience desirable.

### **Application Procedure**

Students must complete an application form and submit a resume' to be considered for hire. Only students accepted into job openings will be notified via UNE email or a phone call.

Application forms can be picked up at the Front Desk or can be emailed by contacting Judy Vezina, Director of Health and Wellness Education, at [jvezina@une.edu](mailto:jvezina@une.edu) or (207) 221-4348.