

Patron Assistant Job Description

Department: University Recreation & Fitness (URecFit)
Schedule: Temporary/Non-benefited
Shift: Varies. Mostly weekday with evening and weekend work required.
Hours: Department Specific
Type: Non-exempt

PRIMARY DUTIES

Uphold URecFit Core Values

- **Accountability:** Take ownership of URecFit facilities and programs by exhibiting a responsible work ethic
- **Civility:** Promote an environment that is responsible, ethical, respectful, and courteous
- **Collaboration:** Develop professional relationships with; co-workers, guests, other departments of the university and the community.
- **Diversity:** Provide quality customer service with an awareness of, and appreciation for individual uniqueness and diversity.
- **Excellence:** Uphold all URecFit policies and procedures to guarantee participant safety and satisfaction.
- **Knowledge:** Stay apprised of the best practices and latest trends in recreation.
- **Leadership:** Demonstrate a desire to be a leader within the campus recreation community and university.

Under the supervision and direction of the Assistant Director for Client Relations:

1. Receive and direct incoming calls and visitors.
2. Respond politely and promptly to customer inquiries and complaints.
3. Provide tours of the facility.
4. Validate ID cards and facility access at the check in desk.
5. Maintain membership services including towel service, laundry, registrations and membership renewals.
6. Operates a point of sale register.
7. Process membership information, class registration, and perform general clerical, maintenance and custodial duties.
8. Maintains a clean and safe facility.
9. Attend all in service trainings and meetings.

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Applicants must pass a background check.

REQUIRED SKILLS AND ABILITIES

- Ability to apply basic analytical skills; to operate manual and automated office equipment, personal computers and spreadsheet software to input data; to communicate effectively both orally and in writing; to prepare and present working papers and supporting documentation.
- Outstanding communication, interpersonal, and customer service skills.
- CPR & AED certified or willingness to obtain.

The University of Maryland, Baltimore is an Equal Opportunity/Affirmative Action Employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply.