Job Title: Service Associate, Campus Recreation
Supervised by: Building Managers, Program Coordinator (Kathryn Thies)
Department & Division: Campus Recreation, Student Complexes
Campus: LSC
Pay Rate: $10.00/hour
Position Summary: The Service Associate staff is responsible for supervision of the Halas Recreation Center Front Desk and aids the Department of Campus Recreation in delivering an enjoyable experience for the Loyola Community. The Service Associate staff provides excellent customer service to members and guests at the Halas Recreation Center.

Essential duties and responsibilities include the following:
- Supervision of the Halas Recreation Center during open recreation and special events:
- Provide the majority of daily customer service support to facility members, visitors and guests.
- Accountable for all Point of Sale operations, including selling memberships, lockers, and towel service.
- Responsible for all equipment checkout and reservations of courts (racquetball and basketball).
- Demonstrate working knowledge of Halas Recreation Center and Campus Recreation rules and regulations; ability and willingness to enforce rules and regulations.
- Assist in regular cleaning of the Halas Front Desk and storage areas.
- Attend monthly Staff Trainings and remain up to date on all American Red Cross CPR/FA skills.
- In the event of an emergency, provides emergency care and treatment as required until the arrival of emergency medical services.
- All other tasks assigned by the Program Coordinator or Building Manager.

Minimum Skills and Qualifications:
- Current full time Loyola University Chicago Student
- Federal Work Study
- Ability to communicate using clear, concise, simple language
- Ability to maintain FA/CPR Certifications
- Previous experience in a service position preferred

Terms of Employment and Compensation:
- Service Associates will be expected to work between 8-17 hours per week.
- This position will renew on a semester by semester basis.

Learning Outcomes:
- Service Associates will develop an attention to detail by learning to identify and describe issues related to the facility/workplace.
- Service Associates will demonstrate positive, proactive communication with a variety of different user groups.