

**Washington State University  
University Recreation  
Open Recreation**

**Position: Service Desk Attendant**

**Duties:**

- Conduct and document daily inspection of activity areas and equipment;
- Handle on site inquiries, concerns, conflict situations and enforce policies;
- Administer first aid/handle emergency situations as necessary;
- Complete appropriate forms as necessary;
- Enforce program, department, University, and state policies;
- Check out equipment to eligible patrons;
- Inventory and upkeep of equipment;
- Complete cash transactions and make deposits;
- Sign up individuals for Non-Credit Instruction Classes and Intramural Sports;
- Check ID's of eligible users;
- Launder towels;
- Other duties as assigned.

**Essential Skills:**

- Ability to resolve conflicts involving patrons;
- Customer service skills;
- Ability to uphold departmental policies in stressful situations;
- Ability to recognize risks and implement departmental risk management procedures;
- Excellent written and verbal communication skills;
- Ability to operate computer check out program and point of sale system;
- Ability to lift and move equipment weighing up to 50 lbs;
- Working knowledge of the facility and its equipment, this knowledge can be attained by attending training sessions.

**Pre-Employment Training Required**

- American Red Cross (or equivalent) First Aid, CPR and AED;
- American Red Cross (or equivalent) Epi Pen and Asthma Training;
- Blood Borne Pathogens: Preventing Disease Transmission.

**Additional Requirements**

- Pass background screening;
- Successful completion of WSU Sexual Harassment Training;
- Successful completion of WSU FERPA Training;
- Attendance at all required staff meetings, trainings, and in-services;
- Complete PCI Compliance training
- Maintenance of CPR/AED/First Aid/BBP Certifications.

**Training Required:**

- Completion of Safety Orientation Checklist;
- Handheld radio protocol;
- Attendance at all required staff meetings, trainings, and in-services;
- Departmental policies and procedures knowledge;
- Departmental risk management responsibilities knowledge;
- Additional risk management and emergency procedure training as developed and required.

**RISK MANAGEMENT RESPONSIBILITIES:**

- Complete all accident and incident reports;
- First response to all emergencies;
- Activate EMS when required for injuries, fire, bomb threat or other emergencies;
- Assist the Student Facility Manager with all 1<sup>st</sup> aid/CPR emergencies;
- Report emergencies/hazards through program reporting lines;
- Properly follow procedures for cleanup and disposal of biohazard waste;
- Inspect and document all activity sites and equipment for safety;
- Inspect 1<sup>st</sup> Aid/AED kits at the beginning of each shift;
- Monitor participants for proper and safe activity;
- Ensure participants fill out Risk and Release forms as necessary;
- Think critically to manage all real or possible risks, including the moving or canceling activities;
- Assist Facility Manager with the evacuation of the facilities when warranted.

**UREC Learning Outcomes****Leadership**

1. Demonstrate leadership in a professional setting
2. Produce effective communication and conflict resolution
3. Identify practical and efficient decision making methods

**Well-being**

1. Employ appropriate and professional interpersonal skills
2. Demonstrate effective time management
3. Identify the basic components to leading a healthy lifestyle

**Cultural Competency**

1. Evaluate personal strengths and weaknesses
2. Determine suitable behavior in a culturally diverse environment
3. Recognize individuals' potential and contributions within the community

**HOURS PER WEEK:** Variable, typically 10 – 20 hours per week.

**Starting Hourly Wage:** \$9.95

**Contact:** Coordinator, Facility Operations, Cameron Adams, SRC 130E, 509-335-7318