

Washington State University University Recreation

Position: Membership Attendant

Duties:

- Handle on site inquiries, concerns, conflict situations 15%
- Administer first aid/handle emergency situations as necessary 10%
- Complete appropriate forms as necessary; manage program registration via UREC admin system 20%
- Enforce program, department, University, and state policies 10%
- Uphold UREC privacy standards; uphold SRC access policies 5%
- Complete cash transactions and make deposits 20%
- Maintain program support materials and information files and records; various data entry 10%
- Greet and assist patrons who enter the facility; help them in accessing information and resources 5%
- Other duties as assigned 5%

Essential Skills:

- Ability to resolve conflicts involving patrons
- Excellent 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 operating systems and point of sale system
- Background in customer service
- 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

- On-line Orientation including successful completion of associated quiz
- *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 Prevention 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 Certifications

Training Required:

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

RISK MANAGEMENT RESPONSIBILITIES:

- First responder to all emergencies
- Report emergencies through program reporting lines
- Monitor participants for proper and safe activity
- Ensure participants fill our Risk and Release forms as necessary
- Properly follow procedures for clean up and disposal of biohazard waste
- Assist the Student Facility Manager with all 1st aid/CPR emergencies;
- Activate EMS when required for injuries, fire, bomb threat or other emergencies;
- Assist Student Facility Manager with the evacuation of the facilities when warranted;

- Report emergencies to Student Facility Manager.

*Training will be provided if position is offered to employee.

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 - 12 hours per week, weekend work required

Starting Hourly Wage: \$9.95

Contact: Membership and Development Coordinator, Nina Farro, 335-4227