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 1st 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 1st 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: $11.00
Contact: Coordinator, Facility Operations, Cameron Adams, SRC 130E, 509-335-7318