

**University of Wisconsin-La Crosse
Recreational Sports Department**

TITLE: Customer Service Representative (CSR)

Job Description:

A Customer Service Representative (CSR) is the “front line” of the Recreational Sports Department, serving as the initial contact that most customers encounter when entering recreation facilities (Recreational Eagle Center and Mitchell Hall) and/or seeking recreation information. CSR’s are responsible for performing daily operations while promoting all departmental policies, procedures, and programs.

Specific Duties:

1. Serve as a resource by providing accurate and current information regarding recreation and university-related programs and facilities.
2. Communicate and consistently enforce university, departmental, and facility policies and procedures with all users and co-workers.
3. Serve customers at the counter and on the telephone in a professional and courteous manner.
4. Assist building manager with facility operations that include equipment set up and tear down, laundry, cleaning, evacuation, and hourly usage reports.
5. Serve student recreation needs through organization, exchange, and inventory of sports equipment, intramural jerseys, and lockers.
6. Perform cash and tender transactions on university point of sale (POS) system.
7. Assist with registration for intramural activities, fitness programs, and special events.
8. Assist with data entry of fitness and intramural participants into Access database and IMTrack.
9. Implement emergency procedures that include care for injured, initiation of emergency action plan, notification of appropriate university authorities, and completion of report forms.
10. Report all injuries, damage, equipment needs, and user issues to administrative staff through incident and injury reports as necessary.
11. Maintain current certifications in first aid, CPR, and AED.
12. Work scheduled shift or complete employee schedule change process if unable to work.
13. Maintain a positive, cooperative, and customer service oriented attitude that enhances a fun work environment; wear staff apparel, nametag, and maintain clean, professional atmosphere.
14. Support and promote all decisions, programs, and activities offered by the Recreational Sports Department.
15. Serve as a positive representative while participating in university and departmental activities.
16. Participate as desired in departmental and programmatic committees that include Student Advisory Committee, S.M.I.L.E. Program (employee incentive program) and special events planning.
17. Participate in self, peer, supervisory, and participant evaluation process and attend bi-monthly staff meetings.
18. Complete other duties as assigned such as folding brochures, posting schedules and promotional items, transporting materials between the REC and Mitchell Hall Office, etc.

Time Commitment and Pay:

This position requires a commitment of 10-12 hours per week. Hours range from 8:00am – 12:00am with a large portion of the hours worked in the evening. Working some weekends, holidays, and breaks are required. Schedules are flexible to meet class schedule. Starting pay: \$7.25/hour.

Requirements:

Ideal candidates should possess strong communication skills, be team-oriented, and have experience and/or a willingness to provide quality customer service to campus community and guests.

Learning Laboratory:

The Recreational Sports Department is a learning laboratory where students have the opportunity to compliment academic pursuits with quality hands-on work experience and on-the-job training.

Who Should Apply:

Students from all majors are encouraged to apply. This position provides numerous opportunities to gain skills that are beneficial in a variety of professions.

Additional Information:

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