



## **Customer Service Representative**

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**Rate of pay:** \$8.05 - \$8.30

### **Job Description:**

Customer Service Representatives manage and maintain operational functions, equipment checkout, financial transactions and access of Campus Recreation's Recreation Center, Auxiliary Gym, and the R.O.C.

### **Job Responsibilities:**

- Monitor the safety of all participants in all activity areas
- Provide quality customer service and answer general questions about Campus Recreation
- Recognize and respond to all incidents and emergencies and provide proper emergency care when necessary
- Responsible for sale of products to patrons
- Enforce and interpret all facility and employee policies and procedures
- Complete financial shift audits for all shift
- Responsible for facility and equipment setups/breakdowns
- Possess a general knowledge of all cardio and strength equipment
- Perform light housekeeping and maintenance duties
- Execute all opening and closing procedures
- Assist with events/programs that are scheduled in the facilities
- Other duties as assigned

### **Minimum Qualifications:**

- FGCU enrolled student
- Positive attitude and desire to assist customers
- Ability to self motivate with little or no supervision
- Effective verbal and written communication skills
- Capability to withstand possible continuous standing

### **Certification Requirement**

- CPR/AED for the Professional Rescuer and Standard First Aid (American Red Cross –preferred). Certification must be obtained within 30 days of hire.

### **Additional Information**

- Average of 15-20 hours a week