Customer Service 1

DIVISION MISSION
Student Affairs provides programs and services that optimize student learning and leadership, builds a safe supportive and welcoming campus community, fosters the emotional growth and personal development of students, and makes a positive contribution to the overall student experience.

DEPARTMENT MISSION
To engage the Pirate Community in diverse recreational and wellness experiences by providing exceptional facilities, programs, and services

MINIMUM QUALIFICATIONS
1. Must be a current ECU Student in good academic standing.
3. Flexible work availability.
4. Communication Skills
5. Must be CPR/AED certified within the first 60 days of employment.

SCOPE OF POSITION
Customer Service 1 employees are responsible for facility access during operating hours. They control access to the Student Recreation Center for an average of 2,500 members daily. Once participants are in the facility, Customer Services employees have various responsibilities to provide services to the participants.

Responsibilities:
- Demonstrate knowledge of CRW programs & services including but not limited to: membership options/prices, CRW facilities/procedures, program areas, and professional staff area of responsibilities.
- Work weekends and holidays (even when classes are not in session) on a rotating basis.
- Handle cash for guest passes, late/lost fees, and lock sales throughout the day. The “on key” employee practices integrity while balancing the drawer at the beginning and end of shift.
- Control access to the SRC daily.
- Communicate with customers in person and via telephone and direct them to appropriate areas.
- Properly and accurately check-out equipment utilizing computer software.
- Perform laundry services. Hand and bath towels are available through equipment check-out. Towels are washed, dried, and folded steadily throughout the day. Jerseys for Intramural and Club Sports are also laundered throughout the day and returned to their proper locations.
- Properly document lost and found items.
- Review employee manual and be able to make quick decisions by referencing policies, operations and situations listed in the manual that adhere to everyday functions within Campus Recreation & Wellness and uphold these policies.
- Sell memberships to those patrons eligible during non-business hours.
- Use critical thinking skills to handle situations or conflicts that arise and communicate with other staff to resolve any issues.

As a result of being a student employee within the Division of Student Affairs, students will have the opportunity to gain the following competencies based on NACE Top Ten Skills Employers Seek and CAS Learning Domains:

- Effective Communication
- Accountability/Integrity
- Self-Awareness
- Effective Reasoning
- Mentorship
- Conflict Resolution
- Teamwork
- Adaptability/Resiliency
- Self-Awareness

DATES OF EMPLOYMENT & COMPENSATION
- Starting hourly rate will be $7.90/hour.
- Reports to Customer Experience Coordinator.

APPLICATION INSTRUCTIONS
Applications must be submitted through ECU’s PeopleAdmin system. Visit ecu.peopleadmin.com, create a profile and apply for the position listed under Campus Recreation & Wellness. Email: crw@ecu.edu.
Note: Federal Law requires proper documentation of identity and employability at the time of employment. It is requested that this documentation be included with your application. East Carolina University is an affirmative action, equal opportunity employer and as such encourages applications from qualified women and minorities.