

## Student Esports Team - Arena Staff Member

Esports Arena Staff are responsible for maintaining daily operations at the Bruin Esports & Gaming Lounge (BEGL) and the Esports Training Center (ETC), ensuring the space is functional, welcoming, and well-managed for all users. Staff are the first point of contact for guests and are expected to uphold community standards while providing tech support and assisting with reservations.

### Job Qualifications

- Currently enrolled as a UCLA student
- Professionally represent UCLA Recreation
- Complete a background check
- Strong communication and customer service skills.
- General familiarity with PC gaming and common esports titles.
- Comfort learning new technologies and working in a tech-forward environment.
- Punctuality, accountability, and strong attention to detail.
- Ability to work independently and follow written procedures.

### Bonus Job Qualifications

- Interest in learning help desk and tech support operations.
- Curiosity about competitive gaming culture and Twitch/YouTube communities.
- Familiarity with PC cafés, LAN centers, or esports events is a plus, but not required.
- Excited to grow skills in facility operations, customer service, or technology management.

### Job Expectations

- Open and close the Bruin Esports & Gaming Lounge according to scheduled hours.
- Greet and assist users, answer questions about equipment and policies, and ensure a welcoming environment.
- Monitor PC station usage and enforce usage rules, safety protocols, and behavior standards.
- Assist with check-in and check-out processes, including user registration, and controller/equipment rentals and equipment maintenance.
- Perform basic technical troubleshooting of gaming PCs, peripherals, and software (logins, restarts, game updates).
- Maintain cleanliness and readiness of the facility, including sanitizing stations and reporting maintenance issues.
- Assist with facility documentation, incident reporting, and shift checklists.
- Support activation events in the lounge (e.g. tournaments, pop-ups) as needed.

### Pay Rate

- \$17.90 - \$19.60 per hour

### Apply and Contact:

Please direct any questions about this position to [syen@recreation.ucla.edu](mailto:syen@recreation.ucla.edu).

To apply, please complete this [application form](#).

