

## Sunset Canyon Recreation Center Customer Relations Specialist

The Purpose of the Customer Relations Specialist is to be the first point of contact for all customers and patrons entering the Sunset Canyon Recreation Center. This position is tasked with creating a friendly and welcoming environment at the front desk and providing patrons with excellent customer service.

### Job Qualifications

#### *Required*

- Currently enrolled UCLA student.
- Ability to work independently with minimal supervision.
- Ability to work a minimum of 8 hours a week, including early mornings, late nights, weekends, holidays and other university closure dates.

#### *Preferred*

- Work study eligible.
- Familiarity with Departmental and University policies.
- Excellent oral and written communication skills.
- Comfortable with learning new software quickly.
- Previous experience in customer service, cash handling, and administrative duties.

### Job Expectations

- Maintain proper security of the building by ensuring all policies are followed and every person entering the facility has a current membership or is a sponsored guest.
- Complete all opening and closing procedures as outlined.
- Be knowledgeable about the facility and Recreation membership information and be able to answer patron's questions.
- Perform cashier duties; maintain proper count of money at all times, complete appropriate paperwork, ensure that each transaction is entered properly and each guest gets a receipt.
- Make tennis reservations in person and over the phone.
- Check out sports equipment to eligible patrons and keep accurate records to ensure proper custody control.
- Maintain filing system for participant waivers and other critical paperwork.
- Assist patrons with lost and found items.
- Use tact and diplomacy while dealing with difficult situations.
- Assist in training and mentoring new employees.
- Assume responsibility for emergency situations, as specific in the Emergency Action Plan.
- Respond to email and voicemail correspondence in a timely and professional manner.
- Show up to all shifts, meetings, and other work obligations on-time, in proper uniform, and with a professional appearance.
- Perform other duties as assigned by professional staff.



### Pay Rate

- \$14.25 per hour.

### Apply and Contact:

To apply, please complete the application found on the [UCLA Handshake website](#).

Please direct any questions about this position to **Jacq Spitzack** at [jspitzack@recreation.ucla.edu](mailto:jspitzack@recreation.ucla.edu).

