

UCLA Recreation

SCRC Front Desk Clerk Job Description

The Front Desk Clerk is the first point of contact for all customers entering the Sunset Canyon Recreation Center. They must create a friendly and welcoming environment and perform the following duties:

DUTIES AND RESPONSIBILITIES

1. Maintain proper security of the building by making sure all policies are followed and each person entering has a membership or is sponsored in as a guest.
2. Be knowledgeable about the facility and membership information and be able to answer patron's questions.
3. 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.
4. Make tennis reservations in person and over the phone.
5. Check out sports equipment to eligible patrons while maintaining accurate records to ensure proper custody control.
6. Maintain filing system for injury and incident reports, participant waivers, and other critical paperwork.
7. Secure and assist patrons with lost and found items.
8. Assume responsibility for emergency situations, as specified in the Emergency Action Plan.
9. Show up to shifts, meetings and all work obligations on time, in proper uniform, and with a clean appearance.
10. Commitment to attend all mandatory training sessions, Front Desk staff meetings, and regular check-ins with the Sales and Service Coordinator
11. Provide outstanding customer service to each patron.
12. Read thoroughly and respond to emails. Responsible for all information in emails and updates.
13. Perform other duties as assigned.

QUALIFICATIONS

1. Currently enrolled UCLA student.
2. Previous experience in customer service, cash handling, administrative, or leadership preferred
3. Excellent oral and written communication skills.
4. Comfortable with learning new software quickly.
5. Availability and willingness to work early mornings, late nights, weekends, and holidays.