

Competitive Sports – Front Desk Clerk

The Club Sports Front Desk Clerk assists full-time staff and student staff with day-to-day tasks for the office. The clerk must have effective communication skills (both verbal and written), demonstrate good judgment when enforcing Club and IM Policies. They must create a welcoming environment to all patrons as they are the first point of contact in representing the Club house.

Job Qualifications

Outlined below are specific responsibilities of this position. Responsibilities may be added or removed at any time. This list is not all-inclusive.

- Responds to phone calls, voicemails and emails received
- Provides information and resources to patrons who may have questions
- Receives delivered packages, does inventory
- Assists the Club Sports Analyst with any packages that need to be sent out by the office/club teams
- Assists the Club Sports Analyst with filing system for IM and Club Sports
- Assists the office with printing out club waivers
- Assists office with checking club roster and member eligibility
- Assists office with collecting submission of paperwork by club teams i.e. forms that needs supervisory signatures, financial reimbursements, and other Club Sports related forms
- Assists with preparation of IM Sports and Club practices on a daily basis.
- Assists with forfeits, default processing and double checks scores for IM Sports programs
- Assists with merchandise management for the club teams
- Ensures office is tidy

The following is a list of job information specific to this position:

- Employee may work a combined maximum of 20 hours a week in all student positions on campus
- This is a work-study preferred position
- Ability to work independently is essential
- Beginning pay rate is \$15 per hour
- Typical hours are Monday to Friday, 9:30a-5pm
- Preferred knowledge of Club Sports and Intramural Sports



Job Expectations

The Competitive Sports Front Desk Clerk oversees the main entry to the office. The clerk is typically the first employee (and sometimes the only employee) that our customers (participants) have contact with in the office. Therefore, it is imperative for the clerk to:

Possess exemplary communication and customer service skills while positively interacting with both participants and employees on a daily basis

Be punctual, organized and professional

Work all scheduled shifts – communicate scheduling issues to the Competitive Sports Budget Analyst in a timely manner.

Additionally, if an employee participates in the program, he or she is expected to set a good example for other participants while playing. Chances are while participating you will be recognized as an employee by other participants. Thus, it is essential that administrative clerks participating set a good example!

Pay Rate

- \$15.00 per hour

Apply and Contact:

To apply, please complete the application found on handshake.

Please direct any questions about this position to Mildred Artuz: martruz@recreation.ucla.edu

