Student Ambassador/Facility Attendant Job Description

Campus Recreation and Wellness consists of three program areas: Facilities, Marketing and Special Events, and Competitive Sports. There are three types of Positions: Entry Level, Supervisor and Manager. Consideration for employment is based on the review of a resume, interview and may vary based upon position and program area.

Program Area: Facilities
Supervisor: Director of the Student Center and Recreation Programs
Pay Rate: $10.25

Entry Level Position

On a daily basis, these students will interact with faculty, staff, students and other University patrons. Applicants are expected to be personable, timely, organized and have the ability to learn and explain University policies. Consideration for employment is based on the review of a resume, interview and may vary based upon position and program area. Entry level positions require little or no related experience; all necessary training is provided.

Responsibilities

Work areas include the Academic Center (AC), Learning Commons (LC), Recreation Center (RC) and Student Center (SC).

- Daily Tasks
  - Provide front-line customer service
  - Greet visitors, students, faculty and staff
  - Give assistance when and where necessary
    - Rooms (Classrooms and University Departments)
    - Faculty and Staff Directory (Numbers, e-mails and offices when applicable)
  - Answer University operator telephone, provide information and answer inquiries about the University
  - Take messages, transfer, and forward call as necessary
  - Log all interactions using the Customer Interaction Form
  - Manage equipment inventory by checking in/out items to members and reporting and lost or damage equipment to the Operations Supervisor
  - Report all stolen, misplaced, and found items to the Operation Supervisor
  - Monitor main access points of the AC, LC, RC and SC
  - Observe surroundings at all times. Report suspicious behavior to UB Police and supervisor
  - Assist with facility preparation for CRW programs
    - This includes set up, breakdown, general cleaning and upkeep
  - Other duties as assigned by Operations Supervisor
- Be appropriately dressed and provide quality customer service at all times
- Be knowledgeable and stay current in the regulations and policies of the AC, LC, RC and SC
- Enforce regulations and policies
- Keep all supervised areas and immediate work areas clean and orderly
- Maintain appearance and overall environment of all facilities by completing daily tasks
- Notify the Operations Supervisor as needed to resolve building issues
- Be an active representative of the University of Baltimore at all times
- Give feedback and suggestions with appropriate justification when necessary
- Maintain general safety and security, by being visible in the environment and informing the Operations Supervisor of any concerns

**Qualifications**

- **Required**
  - Current University of Baltimore student
  - Enrolled at least part-time (6 credits)
  - In good academic standing
  - Attend monthly Student Ambassador meetings and training sessions

- **Preferred**
  - Knowledge about UB including academic programs, campus life, university policies, and the UB Midtown area
  - Maintain a minimum 3.0 GPA