



Position Summary

The Welcome Associate/Equipment Operations Attendant is responsible for operating Access Control and Equipment Operations at the Student Recreational Sports Center (SRSC) and Equipment Operations, Women's Locker Room Operations, and Royer Pool Access Control at the Garrett Fieldhouse (GF). The Access Control and Royer Pool attendants are responsible for verifying participant identification and membership status by examining an IU or Rec Sports ID and utilizing Fusion member management software. The Equipment Operations and Women's Locker Room Attendants are responsible for equipment checkout, inventory and inspection using the same software.

Duties include

Distribute equipment, daily-use locks and towels to participants; launder towels and intramural/club sports uniforms; utilize Fusion Member Management Software to verify membership eligibility at the SRSC and Royer Access Control locations; conduct equipment check-outs, check-ins and inspections; educate participants on equipment, beverage and attire policies; conduct opening and closing equipment inventory; verify day and towel pass eligibility; submit work requests, giveaway and package delivery notifications; monitor the School Of Public Health's Lower Level Women's Locker Room, sauna and laundry operations; conduct lock removals, lost and found and locker cleanout procedures; uphold the Recreational Sports mission of connecting, informing and inspiring people to lead active, healthy lifestyles; educate participants on policies; provide feedback to participants and Recreational Sports professional staff as needed; respond to accidents and incidents within the RS guidelines. This position reports to the Assistant Director of Member Services.

Required Qualifications

- N/A

Preferred Qualifications

- Positive personality and a relational outlook
- A strong work ethic
- Initiative and maturity
- Professionalism in appearance and manner
- Strong communication skills
- Strong organizational and time management skills
- A desire for professional and educational growth
- The ability to multitask
- The ability to solve problems as they arise

Regular Responsibilities

1. Policies

- a. Read, understand, and abide by all employee policies stated in the Employee Playbook including the disciplinary action protocol.
- b. Enforce all participant policies as stated in the Employee Playbook.

2. Attendance

- a. Arrive on-time, in uniform and ready to work for all assigned shifts.
- b. Stay under 29 hours per week for all Indiana University jobs.
- c. Attend mid-semester and end-of-semester performance assessments each semester.
- d. Attend all staff meetings and Risk Management Unit Trainings (offered each semester).

3. Shift Requirements

- a. Appropriate uniform and Recreational Sports nametag should be worn at all shifts.
- b. Your shift start time as indicated in SubItUp (Campus Recreational Sports' scheduling software) is the time you are permitted to clock in.
- c. There must be a replacement Equipment Operations staff member present before you leave. If a staff member has not come to relieve you after your shift you must contact a Team Leader/Assistant Manager.

4. Clocking In/Out

- a. Arrive on-time and work your entire shift. Clock in via TIME—the online payroll system.
- b. If you cannot properly clock in (i.e., do to computer problems), fill out a TIMEKEEPING Incident Form and place it in the Graduate Assistant of Informal Sports mailbox upon completion of your shift. Do not fill out an incident form if you are late or absent. Failure to abide by this policy will result in disciplinary action and may result in termination.
- c. Employees may use the "Missed Punch" function via TIME, however misuse of this function – i.e. clocking in during a time you were not in the building – WILL result in termination.

5. Relational Service

- a. Provide excellent relational service through: interacting with participants, seeking participant feedback, and greeting participants when they enter the facility or approach the desk.

6. Safety

- a. Ensure safety by educating participants on policies including: stash your stuff, water only, and appropriate attire and relationally interfering in potential heated situations (ex. verbal fights).
- b. Feel comfortable approaching participants who need.
- c. Properly complete all checklists, report any out of order equipment or equipment cleaning concerns by submitting a Facility Support Work Request.

7. Communication

- a. Maintain on-going communication with professional staff by checking email messages and responding promptly.
- b. Relay program information/feedback to the Assistant Director on an on-going basis.
- c. Keep all contact information up-to-date.

8. Subbing

- a. If you are unable to work your scheduled shift you are responsible for securing a sub.
- b. All sub requests must be posted on the Subitup.com.
- c. If you cannot find a sub you are still required to work your scheduled shift.

9. Provide two weeks' notice if you choose to end your employment with the Division.

10. Perform other duties as specified by the Assistant Director and/or Program Assistants for Member Services.

Starting Pay Rate: \$10.70/hour with potential merit salary increases on a semesterly basis