

BGSU Recreational Sports Student Employment Job Position Description

Job Title: SRC Customer Service Manager

- A. Main Purpose of the job:** Provide customer service to all SRC patrons and guests; general knowledge of SRC rules, regulations and policies, and promote the mission of Recreational Sports in spirit and in action.
- B. Primary responsibilities or key duties of the job (tasks performed regularly):**
1. Provide excellent customer service.
 2. Operate various computer applications (Class software).
 3. Financial accountability.
 4. Maintain positive relations and rapport with SRC patrons.
 5. Greet and interact with the patrons.
- C. Additional duties (tasks performed occasionally):**
1. Attend monthly meetings.
 2. Make phone calls to staff and patrons.
 3. Problem solver.
- D. Basic Qualifications:**
1. Accurate computer skills, ability to add, subtract, and multiply.
 2. Certified in CPR/PR, AED, Standard First Aid, BBP training, Sexual Harassment training.
 3. Ability to work with office/computer equipment.
 4. Ability to communicate (verbal and written).
 5. Handle situations with ease.
- E. Additional Information:**
1. Must maintain a 2.0 GPA.