

**BGSU Recreation and Wellness
Student Employment 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 Recreation and Wellness 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, First Aid, AED.
 3. Complete Preventing Sexual Harassment and Bloodborne Pathogens training.
 4. Ability to work with office/computer equipment.
 5. Ability to communicate (verbal and written).
 6. Handle situations with ease.
- E. Additional Information:**
1. Must maintain a 2.0 GPA.