

**BGSU Recreation and Wellness  
Student Employment Position Description**

**Job Title: SRC Customer Service Supervisor**

**A. Main Purpose of the job:** Responsible for the operation of the SRC Front Desk. The SRC Customer Service Supervisor must know all policies and procedures of the student employee manual and make decisions based on previous experience and the general philosophy and missions of the Student Recreation Center. The SRC Customer Service Supervisor oversees the customer service undergraduate student employees.

**B. Primary responsibilities or key duties of the job (tasks performed regularly):**

1. General understanding of the operation of the entire facility.
2. Knowledge of all policies and procedures including but not limited to the student employee manual and resource guide.
3. Represent the professional staff in their absence.
4. Liaison between professional staff and student employees.
5. Monitor student employees and report on their performance.
6. Create and maintain a working schedule for the CSR's.
7. Conduct monthly staff meetings and training sessions.
8. Complete performance audits once a semester.
9. Serve an active role in the student disciplinary meetings.
10. Provide excellent customer service and maintain positive relations and rapport with SRC members.
11. Monitor risk management certifications for CSR's.
12. First contact person when problems arise with customer service staff members (no shows, equipment issues, etc.)
13. Able to trouble shoot CLASS system and office equipment.
14. Work at least two shifts in area.
15. Fulfill scheduled office hours.
16. Complete and oversee the substitution process.
17. Serve an integral role in the student hiring process.
18. Perform any other duties as required by the professional staff.
19. Keep Front Desk neat and orderly.
20. Promote the mission of Recreation and Wellness.

**C. Additional duties (tasks performed occasionally):**

1. Retain confidential material.
2. Serve on Recreation and Wellness Student Employee Board (SEB).
3. Meet with area supervisor twice a month.
4. Perform functions of other employees in their absence.
5. Make recommendations for Front Desk procedures.
6. Meet with Marketing Director to create handouts for the hours, group exercise schedule, etc.
7. Copy materials for SRC (hours, group exercise schedule, CSR report form, etc).

**D. Basic Qualifications:**

1. Good people skills.
2. Good communication skills.
3. Successful completion of Student Supervisor training.
4. Certified in CPR, First Aid, AED.
5. Complete Preventing Sexual Harassment and Bloodborne Pathogens training.

**E. Additional Information:**

1. Preferred 2.5 GPA.
2. Highest degree of responsibility.
3. Student Supervisor works up to ten (10) hours per week.