

California State University, San Bernardino
SANTOS MANUEL STUDENT UNION
Student Assistant Job Description

JOB TITLE: Santos Manuel Student Union - Coyote Lanes Attendant

DEPARTMENT: Operations

HOURS PER WEEK: Up to 15 hours per week

BEGINNING SALARY: \$16.50 per hour

GENERAL PURPOSE: Under the direction of the SMSU Facilities and Services Coordinator and supervision of the Coyote Lanes Lead, the Coyote Lanes Attendant is responsible for greeting customers, checking out equipment, point-of-sale transactions, and cash handling, and providing high-quality customer service at both the front desk and on the floor of the facility. Becoming an integral member of a hard-working team of full-time and part-time staff within the Santos Manuel Student Union, a Coyote Lanes Attendant should be able to work independently and as a team member. Attendants should be willing and flexible to work with a diverse population of participants, members, and Coyote Lanes staff. **(NO EXPERIENCE REQUIRED)**

ESSENTIAL DUTIES & RESPONSIBILITIES

- Consistently and confidently enforces all Coyote Lanes policies to ensure a safe and enjoyable environment for all members, guests, and affiliates.
- Provides excellent front-line customer service to all members and guests; Greets all customers, answers questions and provides accurate information, and provides tours of the facility
- Responsible for point of sale, cash handling, filing, and organizational projects as assigned
- Maintains knowledge of programming
- Possesses a thorough understanding of the hours, private parties, and the different activities in the facility
- Understands the policies and regulations of the facility, Santos Manuel Student Union, and CSUSB and can explain and enforce the rules to inquiring members and guests
- Becomes an essential member in the Emergency Action Plan if an incident were to occur
- Has knowledge of the mission and goals of Santos Manuel Student Union and CSUSB and demonstrates a commitment to achieving them
- Attends and participates in regular staff meetings to ensure quality control and outstanding customer service
- Maintains knowledge of current events and general information regarding the Santos Manuel Student Union
- Cleans and maintains lane conditions during the assigned shifts
- Troubleshoots basic pinsetter errors
- Assists with other relevant duties as assigned

CUSTOMER SERVICE AND COLLABORATION

- Establishes and maintains working relationships with various SMSU and University departments along with the CSUSB campus community
- Greets all customers promptly
- Assists all customers with questions and comments

- If unable to assist, refer a customer to someone who can
- Maintains positive and effective working relationships with all customers
- Informs supervisor of any customer issues

SAFETY

- Ensures all operations are conducted with the safety of staff and customers as the first priority and in accordance with the Injury and Illness Prevention Plan and other safety policies
- Reports accidents to supervisor and reviews changes required to avoid reoccurrence
- Ensure completion proper documentation is completed for each accident (employee and/or non-employee) and forwards to the supervisor
- Reports maintenance problems and/or broken and unsafe equipment to the appropriate individuals immediately
- Must receive First Aid/CPR/AED Certification within 90 days of hire.

QUALIFICATIONS

- Must be currently enrolled at California State University, San Bernardino
- Taking a minimum of 6 units
- Must Have a minimum of 2.0 GPA
- Priority consideration is given to Work-Study

SCHEDULE & WORKING CONDITIONS

This is a part-time position. Must be willing to work a maximum of 20 hours a week during the academic year, including evenings and weekends, and must be available to work summer and winter breaks. Work shifts will be scheduled with full consideration of the employee's academic schedule.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

General office environment. Work is generally sedentary in nature, but may require standing and walking for extended periods. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment available. Possible exposure to distracting/uncomfortable noise levels from bowling activity and pinsetters. Being aware of surroundings and utilizing safety practices is an important factor when maintaining the lanes, including the slippery surface of the lanes and troubleshooting pinsetters.

PHYSICAL DEMANDS

- This position requires the individual to spend long hours sitting or standing and using office equipment and computers
- Must be able to lift up to 45 lbs. repetitively

RELATIONSHIPS

Inside the Organization:

- Reports to the Student Lead and the Facilities and Services Coordinator