Purpose: To outline the expectations for Guest Sales staff

Scope: Guest Sales staff

Policy OR Procedure

I. RESPONSIBILITIES:
   a. Welcome, greet and provide assistance to all Ramsey Student Center patrons by providing accurate information (scheduling, special events, programs, etc.)
   b. Operate Fusion point of sale system to efficiently and accurately conduct the sale of guest passes, fitness passes, and pro shop equipment
   c. Distribute sign-up forms, waivers and related information to participants
   d. Verify that paperwork is complete including all required signatures
   e. Sell guest passes and single class passes in Fusion accurately as instructed by the Senior Operations Supervisor
   f. Provide active support for admissions desk operations including Fusion support and troubleshooting
   g. Understand how to run Fusion reports for transactions and other necessary information
   h. Collecting the appropriate amounts for Ramsey services and giving correct change to patron
   i. Work directly with the Facility Manager, Program Assistants, Associate Accountant, and Senior Operations Supervisor to ensure register and cash drawers are operated according to specific auditor guidelines/requirements
   j. Maintain, count, and replenish all pro shop inventory daily as needed
   k. Operate Fusion access control system to ensure facility access points are secured as needed
   l. Ensure the safety of patrons at all times and provide first aid if necessary, maintain accurate knowledge of emergency action plans, and alert supervisory personnel in the event of an emergency
   m. Maintain constant surveillance of all Ramsey Student Center patrons and foyer area
   n. Promote a culture of accountability by informing professional and facility staff of events that may require discipline “write ups” for further disciplinary action and follow up
   o. Perform functions of other employees in their absence or secure additional assistance
   p. Maintain and report deficiencies in facility rental equipment (towels, balls, etc.) as needed
   q. Attend all in-service trainings and staff meetings

II. QUALIFICATIONS:
   a. Current American Red Cross certifications in First Aid/CPR/AED or ability to obtain certification upon hire
   b. Ability to work with others in a team-oriented environment
   c. Strong written and verbal communication skills
   d. Detail-oriented with strong organizational skills
   e. Ability to follow specific procedures and guidelines
   f. Outstanding customer service skills
   g. Task oriented and goal driven
   h. Believe and demonstrate the mission and values of Recreational Sports in daily tasks
   i. Previous experience working a register or point of sale system preferred

III. APPROXIMATE NUMBER OF STAFF:
   a. 20

IV. SUGGESTED PAY RATE:
   a. $8.00