

## **Union Station Recreation Area**

### **Purpose**

The purpose of this position is to assist the Student Union with all duties related to the Recreation Space. Recreation Room Assistants ensure that all the functions and equipment within the Recreation Room are well organized, stocked, cleaned, sanitized, and in good working condition. This position reports directly to the Building Manager, or Area Supervisor of the area to which they are assigned.

### **Duties and Responsibilities**

- Knowledgeable of Student Union policies, procedures, and operations of Student Union facilities
- Familiarizes self with schedule of daily events throughout the Student Union
- Attends meetings and training sessions as designated by the Building Manager
- Provides exemplary customer service when assisting students with the proper procedure of checking out and checking in various types equipment and supplies available within Union Station
- Corresponds to various telephone and walk-in inquiries regarding Union Station
- Directs inquiries regarding the Student Union to the Information Desk when appropriate
- Assists with the upkeep and cleanliness of the Recreation Space, including but not limited to throwing away trash, cleaning billiards tables, and making sure that any furniture is returned to its normal location
- Assists student organizations with setup and facilitation of reserved events
- Organizes and logs the daily condition of all equipment in the recreation room
- Learns and provides a basic understanding of all gaming equipment to provide basic troubleshooting
- Serves in a public relations capacity for the Student Union and the University treating all members of the community with dignity and respect
- Knows the mission of the Student Union and strives to perform this mission to the best of their ability at all times while on duty or on the premises

- Performs other related duties as assigned by supervisor

### **Qualifications**

Must be a student in good academic standing and actively pursuing a degree at the University of Tennessee, Knoxville. This person must possess initiative and be able to work independently, as well as with other Student Union and Facilities Services staff. Also, the student must exhibit an interest in, and concern for providing quality service at all times. This person must be courteous and respectful in dealing with the public and be able to do so without supervision.