

Internal Title: **Entrance Monitor/Guest Services Specialist**

Purpose: Provide the users of the Texas Swimming Center exceptional customer service and to enforce natatorium policies with all patrons equally to create a safe and enjoyable pool environment.

Job Responsibilities:

- Provide oversight of Texas Swimming Center facility access, by consistently enforcing all policies and procedures.
- Utilize strong **communication** skills and **tactfulness** to deliver excellent customer service when responding to questions or concerns from members, participants and guests.
- Attend mandatory meetings and training sessions. **Speak** publicly and express ideas in a respectful manner when attending and actively participating in staff trainings and meetings.
- Display a strong ability to work in a **team** structure and in an environment comprised of diverse populations.
- **Communicate** thoughts and ideas clearly when delivering program and event information to participants. **Adapt** to changing policies and procedures when necessary and be able to **communicate** changes effectively to customers and guests in a short time frame.
- Utilize excellent **problem solving**, **flexibility** and **adaptability** when resolving issues with peer employees and/or participants, including no-shows, schedule changes, tardiness and policy infractions.
- Demonstrate personal accountability, **professionalism** and strong **work ethic** through punctuality, appropriate dress, preparation, ethical behavior, integrity and positivity.
- Demonstrate **leadership** by setting the standard for peer employees and completing tasks on shift with accuracy.
- Take **initiative** by conducting thorough inspections of office and facility needs in order to bring any pertinent comments, suggestions or concerns affecting the staff and facility to the full-time manager.
- Assist with highly **organized** and **detail-oriented** tasks.
- Leverage **digital technologies** ethically and efficiently to solve problems, complete tasks, and accomplish goals. These may include technologies such as Workday, Excel, LockerGM and other applicable softwares/technologies.
- Enhance **career management** by developing the ability to identify and articulate skills, strengths, knowledge, and experiences.
- Abide by safety standards at all times. Maintain a high skill level in knowledge of emergency procedures.
- Take **initiative** by anticipating risk management concerns and address accordingly.
- React to emergencies and difficult situations in a responsible way, according to standards. Respond **professionally** and with a sense of urgency to ensure the safety of all individuals. Respond to emergency situations in a calm, effective manner.
- Other duties as assigned.

Competencies Developed on the Job:

- Communication Skills
- Critical Thinking/Problem Solving
- Teamwork/Collaboration
- Professionalism/Work Ethic
- Leadership
- Career Management
- Digital Technology

Primary working conditions and other requirements (additional items may apply):

- Regular and punctual attendance at the workplace
- Work with other people of diverse backgrounds
- Work around large crowds
- Work in a fast-paced environment
- Work around noise, including construction noise
- Exposure to standard office environment
- Use of keyboard, and other computer and/or office equipment
- Standing, walking, sitting; as well as watching/monitoring
- Exposure to chemicals
- Climbing stairs

Basic Overview of Daily Tasks (include but not limited to):

- Monitor facility entrances
- Answer and transfer phone calls
- Answer membership/facility questions
- Complete basic office tasks
- Perform cashier duties on occasion

Disclaimer: Security sensitive position. All employees are required to report any arrests to their supervisor. Employees are required to self-disclose the final disposition of any criminal case in which they are involved. UT will review criminal violations to determine their impact on campus safety and security or other campus operations. UT retains the ability to take disciplinary action when employee conduct poses a threat to campus safety and security or other campus operations or contradicts the core values upon which The University is built.