POSITION DESCRIPTION

An active team member who participates with providing leisure for the university community. The attendant is responsible for creating a fun and relaxed, customer oriented environment by maintaining all recreational equipment and promoting game activities.

HUMAN RESOURCES DETAILS

- Shifts: 8-12 hours/week • Mornings, evenings, and weekends available
- Starting Wage: $13.00/hour
- Reports To: Game Room Student Supervisor, Assistant Director of Programs and Recreation

ESSENTIAL FUNCTIONS

1. Responsible for daily operation of the Game Room area including customer support and cash control and reconciliation.
2. Distributes and monitors the equipment for (pool tables, ping pong tables, Box, Wii and arcade games).
3. Maintains an organized, clean and presentable area.
4. Takes an inventory of equipment on every shift
5. Completes a shift report for the sales balance on every shift (except closing)
6. Completes assigned routine tasks.
7. Enforces area policies regarding the use of all game equipment.
8. Punctual for shifts and finds substitute for missed shifts prior to leaving their shift unattended.
9. Assists with advertising for the department, i.e. hanging up posters, chalk-ing sidewalks, etc.
10. Attend area meetings and Norris University Center orientation and training programs.
11. Other duties as assigned.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Strong interest in indoor recreation games

OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

- **Customer Interaction** – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
  - Greets each customer upon entering the area
  - Offers suggestions for games to play
  - Checks on customer while they are engaging in game playing
  - Closes all sales with “Thank you”
  - Uses correct phone etiquette “Norris Game Room how may I help you?”
- **Presentation** – positive image and reflection of self and the Norris Center
  - Wears Name Tag
  - Counter is clean and not cluttered with personal items
  - Keeps friends from obstructing the work space
- **Customer Satisfaction** – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
  - Makes sure customers have sufficient equipment to play with
  - Checks to make sure the area is set up correctly for special group events
  - Gives positive feedback to customers as they leave.
  - Routes customer’s messages to the appropriate staff in order for a problem to be resolved.
RESPONSIBILITY

**Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
- Adheres to the quarterly posted work schedule
- Calls or emails if going to be late for a scheduled shift
- Flexible when needed to help fill in for others

**Accuracy** – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
- Makes sure all customers provide the correct information on the sign out log
- Ask to see an NU ID when appropriate
- Completes all shift reports correctly
- Completes the daily shift inventory and reports discrepancies immediately to the Supervisor.
- Adheres to all pricing policies and does not offer unauthorized discounts
- Completes cash reports correctly – minimizing errors and sloppiness
- Completes the arcade refund forms correctly
- Completes all transactions, individual or group events correctly.

**Accountability** – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
- Contact the Supervisor immediately when there is a policy violation (missed shift, cash shortage, Inappropriate discount, etc)

**Job Knowledge** – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
- Reviewed the entire operation manual
- Continues to read all posted information for updates and other changes
- Actively participates in some aspects of leisure activities. (plays video or arcade games, pool, ping pong)
- Knows emergency procedures
- Attends special training sessions when required

TEAMWORK

**Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
- Leaves behind clearly written notes for co-workers if needed
- Use email to contact co-workers and supervisor when needed

**Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
- Voluntarily attends all special Game Room promoted activities

**Values Difference** – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
- Uses more patience to assist young customers and special needs participants

AUTONOMY

**Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
- Complete all transactions correctly (charge the correct price for all services)
- Adheres to all rules regarding usage of the game room (space and equipment)
- Contact the appropriate staff regarding decisions that are exceptions to the rules

**Initiative** – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
- Always checks the task sheet and completes assigned tasks before being asked
- Uses discretionary time to improve the area – cleaning, checking the posting on the board, etc

**Decision Making** – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
- Prioritizes some tasks based on the needs of the customers

**Problem Solving** – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
- Contacts the Center Manager or the Assistant Director immediately
- Continues to best serve the customers without closing the service.
ADDITIONAL POSITION-SPECIFIC OUTCOME EXPECTATIONS

- Basic Billiards-(9 ball, 8 ball, pool table maintenance)
- Table Tennis- table paddle and ball maintenance
- Basic arcade gaming
- Regional collegiate tournament information
- Popular video gaming