HAMEL RECREATION CENTER: WELCOME CENTER STAFF

**Summary of Position:** The Welcome Center staff are at the hub of it all as they welcome thousands of guests stopping by to enjoy the Hamel Recreation Center and participate in Campus Rec programming.

**Qualifications:** Looking for staff who are able to help create a friendly and welcoming environment to all guests by providing exceptional customer service.

**Expected Hours:** 6-10 hours per week, including early mornings, nights and weekends

**Rate of Pay:** $9.00/hour

---

**Supervisor:** Coordinator of Member Services

**Duties and Responsibilities:**

- Provide excellent customer service while serving as the first point of contact for all patrons
- Greet and establish rapport with patrons, guests and other staff members
- Maintain a working knowledge of all Campus Recreational programs and facilities
- Explain, interpret and enforce general Campus Recreation policies
- Consistently monitor access point of facility
- Sell memberships and guest passes
- Ensure proper rental and return procedure for daily use of equipment by patrons

**Certifications and Trainings:** A lot of the training for this position is offered on the job and is provided to staff by Campus Recreation professional staff. However, there are a few things Campus Recreations expects of its staff members:

- Must be able to attend department-wide and program specific trainings provided at the beginning of each semester
- Must maintain current certifications for PCI, first aid, CPR and AED
- Must be able to attend monthly staff meetings

**Typical Hiring Timeline:** Applications to join the Welcome Center Staff team open mid-February each year. Visit the Campus Recreation Employment page or the Campus Recreation page on Handshake to find out more.

---

**About Campus Recreation:** Campus Recreation at the University of New Hampshire strives to provide extraordinary recreational programs and services that enhance a healthy lifestyle for thousands of participants. UNH Campus Recreation relies upon 250 student staff members to ensure that every participant has a positive and safe experience. The goal of employment with UNH Campus Recreation is that student employees have a developmental work experience that provides staff with skills that can be carried into their professional careers.

**UNH Human Resources:** The University System of New Hampshire is an Equal Opportunity/Equal Access/Affirmative Action employer. The University System is committed to creating an environment that values and supports diversity and inclusiveness across our campus communities and encourages applications from qualified individuals who will help us
achieve this mission. The University System prohibits discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, or marital status. Application by members of all underrepresented groups is encouraged. Hiring is contingent upon eligibility to work in the U.S.