I. **Title:** Phoenix Club Recreational Assistant

II. **Description/Scope:** The Recreational Assistant has the primary responsibility of customer service and assisting with recreation programs in the Phoenix Club. The Recreational Assistant will need to become familiar with general University Union policies and procedures, customer service procedures, cash handling, cash register/computer operation, and various recreational leisure activities.

III. **Supervisor:** Phoenix Club Coordinator & Assistant Director – Business/Retail

IV. **Pay Level:** 2

*Compensation according to the University Union Wage Rate Guidelines (updated fall 2013)*

V. **Time Commitment:** 10-12 weekly 20 weekend

VI. **Responsibilities:**

- Provide customer service in the Phoenix Club in the areas of billiards, darts, amusement games, and general leisure activities.
- Become familiar with the rules of various recreational activities.
- Operate a computer utilized to control Phoenix Club activity fees.
- Cleaning and maintenance duties in the Phoenix Club, including pool cue repair, pool table cleaning, waste disposal, floor, etc.
- Monitor and resale beverages and snacks through the Phoenix Club service desk.
- Assist with the coordination and implementation of special activities, including tournaments and leagues.
- Assist with promotional and customer awareness activities for all programs and service offered in the Phoenix Club.
- Perform area opening and closing duties including security practices, completing report functions, cleaning tasks, and cash fund practices.
- Enforce area usage policies and procedures.
- Perform other responsibilities as assigned by the Phoenix Club Coordinator and the Assistant Director – Business and Retail.

VII. **Qualifications:**

**All University Union employees are required to take at least 6 undergraduate or 5 graduate credits per semester with a cumulative GPA of at least 2.0.**

Revised: 6/13