



ACCESS CONTROL & EQUIPMENT ASSISTANT

Position Summary:

The Access Control & Equipment Assistant (ACE) is responsible for access control & equipment checkout assistance at the Welcome Desk & Member Services Desk of the Bakke Recreation & Wellbeing Center. ACE's handle a high volume of requests and are expected to be an information resource to all members regarding facilities, programs, and services. Their main responsibilities include monitoring member and guest access to the facility and assisting the Member Services Assistant with equipment checkout during busy shifts. Excellent communication, customer service, attitude and personable skills are necessary. ACE's work shifts in durations of 2-4 hours and typically work 6-12 hours per week. A minimum of 6hrs/week is required.

Expectations:

- Commitment to upholding the mission, vision and values of University Recreation & Wellbeing (Rec Well)
- Provide excellent member service and promote a positive work environment
- Maintain a working knowledge of all Rec Well programs and facilities
- Ability to explain eligibility requirements, membership details, and answer general inquiries
- Possess a strong understanding of Innosoft Fusion membership management software system
- Ability to identify and solve problems
- Demonstrate exceptional oral, written, and administrative skills
- Responsible for all information in emails and updates
- Assist members with professional etiquette on the phone, online chat, or in person about aspects of the facilities, programs and services
- Control access to facilities by monitoring current members' entry and/or ensuring guests have proper documentation
- Assist at Member Services Desk with equipment checkout, towel distribution, and court reservations
- Accurately complete and process all necessary paperwork or Fusion entry for guest & tour access
- Enforce policies and procedures of University Recreation & Wellbeing (Rec Well)
- Notify Operations staff regarding any security issues from security cameras and door alarm systems
- Complete assigned shift duties
- Understand and execute facility emergency procedures by responding to any emergency situation that arises in the Member Services area of the Bakke; the Rec Well Manager is the primary responder in emergencies if they are present



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- Welcome and assist guests for meetings with Rec Well professional staff
- Responsible for answering phones, greeting callers, assisting callers with requests, and transferring calls to professional staff
- Other duties as assigned

Training Requirements:

- Understand and abide by the Family Educational Rights and Privacy Act (FERPA)
- Obtain American Red Cross or the American Heart Association in CPR, AED, and First Aid Certification within first two weeks of employment
- Attend all trainings and meetings

Wage:

- Starting \$15.00/hour