

Position Title: Equipment Rental Attendant
Status: Student Part-time/Hourly
Location: California State University East Bay, Hayward, CA
Reports To: Member Experience Coordinator
Lead: AC Equipment Rental

Position Description

Within Recreation, Wellness, and University Unions (RWUU), the Equipment Rental Desk Attendant assists the Member Experience Coordinator and the Student Assistant Coordinator of Equipment Rental in creating an inclusive and welcoming atmosphere by demonstrating courteous and professional customer service to all RAW members. Additionally, Equipment Rental Desk Attendants:

- Engage in student professional development through the enhancement of the Do *Well-Being* You (U) Principles of Leadership Model including problem solving, communication, teamwork, and a commitment to the member experience;
- Assist with creating a culture of sustainability for the department and campus community by helping to fashion a more just, humane, and sustainable world;
- Uphold policies, procedures, and environmental strategies to minimize risk and enhance the general safety of users and employees.

Essential Duties and Responsibilities

- Issue and check back in sports equipment, towels, padlocks, and reserved equipment packages.
- Enforce all equipment rental policies and procedures.
- Perform necessary laundry duties (cleaning, folding and preparation).
- Maintain inventory and log unreturned and/or damaged equipment.
- Initiate the set-up of gym equipment for open and informal recreation (table tennis, badminton, volleyball).
- Issue group fitness class passes.
- Ensure that Equipment Rental Room and Desk is kept clean, organized and professional in appearance;
- Daily completion of cleaning tasks, end-of-shift reports, logs, and/or component area specific documentation;
- Maintain knowledge of all RWUU programs and services; serve as a key point of contact for members about upcoming events.
- Attend scheduled staff meetings and semesterly RWUU meetings;
- Actively participate in outreach events promoting RWUU programs and services;
- Engage in RWUU strategic committees and/or event planning groups;
- Other duties as assigned.

Required Qualifications

- Currently enrolled Cal State East Bay student (minimum 6 units for undergraduate students; 4 units for graduate students). Summer semester enrollment is not required.
- Available to work at least 3 shifts per week including, at least one weekday opening shift, one weekday

closing shift, and one weekend shift a week.

- Point of Sale and/or cash register/operations experience
- Ability to lift up to 15 pounds

Preferred Qualifications

- CPR, AED and First Aid Certified
- Demonstrated customer service skills
- Ability to work approximately 20 hours a week with minimal conflicts.
- Basic computer skills in MS Office (Excel, PowerPoint, MS Word, Outlook) and Google Platform (Google Docs, Google Spreadsheets, Google Forms, etc)