



Position Title: GameZone Agent

Status: Student Part-time/Non-exempt (Student Assistant II)

Location: California State University East Bay, Hayward, CA

Reports To: Associate Director, RAW/UU Operation

Position Description

Within Recreation, Wellness, and University Unions (RWUU), GameZone Agents provide customer service to all patrons of the GameZone, encompassing both the Game Room and Game Cave. GameZone Agents also aid in the development, promotion, and execution of tournaments and special events. Game Zone agents create an inclusive and welcoming atmosphere by demonstrating courteous and professional customer service to all RWUU members. Additionally, they;

- 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

1. Provide quality customer service to all patrons of the GameZone.
2. Check out/in of Game Room equipment and video game controllers/games.
3. Uphold and enforce UU and GameZone facility policies for staff and members.
4. Help set-up and break down tournaments and events.
5. Maintain inventory and logging of unreturned and/or damaged equipment.
6. Maintain a clean environment for patrons; engaging in infection control measures / daily cleaning tasks.
7. Ensure that the GameZone is kept clean, organized and professional in appearance.
8. Daily completion of end-of-shift reports, logs, and/or component area specific documentation.
9. Attend scheduled staff meetings and semesterly RWUU meetings.
10. Actively participate in outreach events promoting RWUU programs and services.
11. Engage in RWUU strategic committees and/or event planning groups.
12. Maintain a working knowledge of all RWUU programs and services.
13. Other duties as assigned.

Required Experience/Education/Certifications

1. Currently enrolled CSU East Bay student (minimum 6 units for undergraduate students; 4 units for graduate students). Summer semester enrollment is not required.
2. Experience with a variety of gaming consoles (PS3/4/5, Xbox 360/One, Wii U/GameCube, etc.)

Preferred Experience

1. Knowledge of traditional (billiards, air hockey, foosball) leisure and recreational games.
2. Basic computer skills in MS Office (Excel, PowerPoint, MS Word, Outlook) and
3. Google Platform (Google Docs, Google Spreadsheets, Google Forms, etc)
4. Strong communication (written and oral) skills and customer service experience.
5. Ability to work independently as well as in a team setting
6. Ability to work approximately 20 hours a week with minimal conflicts.