***Purpose of the Job***

To create an environment where all feel welcomed and able to utilize the facility to meet their needs while remaining within our policies and protocols; and working to maintain order, cleanliness and a safe environment for all users. To also work to limit the potential risks for all users for all activities within our facility. To manage the overall daily functions of the facility and ensuring all vital information is passed on to the appropriate individuals.

***Shift Specific Duties & Responsibilities & Expectations***

* Be accessible to all members and hold their safety and concerns as a high priority when working.
* Conduct at least 1 round per hour worked in order to: track members present, clean up equipment placing it back where it belongs and wiping down machines, checking all doors to ensure building is secure, submitting the numbers via Presence Building Tracking Form and building relationships with those utilizing our facility.
* Monitor the use of the Chess Center by watching the entrances of the building, stopping anyone you do not recognize in order to verify they are a Member of the Muskingum Community, and by conducting the rounds described above.
* Have anyone entering the building, for more than just walking through, swipe in at the desk.
* Manage the use of the Chess Center Master Keys by granting access to approved members only, as stated on the Approved Key List in the Desk Binder.
* Assist with space reservations by writing down the reservations for the day on the schedule located outside of each room.
* Manage the equipment check-out process for any and all equipment associated with the Chess Center Equipment Rental Program.
* Provide a friendly and inclusive environment at all times by: greeting members/guests as they enter, answering the phone in a professional manner, being courteous, being a resource, and wishing users a good day as the exit the facility.
* Sign-in and out for your shift with the actual time you arrived and departed in the appropriate binder log
* Ensure the Chess Center Desk Worker name placard is displaying your name and visible to members using the Chess Center.
* The Front Desk Worker should be easily identifiable as the individual working the desk.
* Answer the phone appropriately using the following steps:
	+ After picking up the phone state “Muskingum Chess Center Front Desk this is \_\_state your name here how may I help you?”
	+ To transfer a call- press “transfer”, dial the last four digits of the campus line you are sending them too, then hang up the phone.
* When on your rounds return equipment not being used back to its proper location and have conversations with those using the facility.
* Check participants into Group Fitness Classes using the Muskiefit App.
* Assist organizations with event setup. An extra emphasis should be made on aiding the setup for MPB and Brewed events as they tend to be larger scale events in nature.
* Sign in guests using the appropriate form on Presence.

***General Duties & Responsibilities & Expectations***

* Confront and report any and all misuse of Chess Center equipment via an Incident Report.
* Enforce all Chess Center and University Policies.
* Assist with equipment maintenance and risk management by reporting equipment damage and/or concerns of equipment not working properly by following the proper protocols and by calling the Director’s Office during work hours (740.826.8081)
* Front Desk workers must follow the University’s Code of Conduct or could face job action if necessary.
* Front Desk workers are considered an extension of Muskingum University and a representative of the Student Affairs Division.
* Show up to your shift at least **five to ten minutes** early in order to the person currently working the desk time to get to their next obligation if unable to do so communicated with them via DSE or Groupme.
* Keep a positive and professional attitude at all times while working the desk and interacting with members.
* Keep the desk area clean and professional.
* Honor your shifts by not switching on a regular basis. This is a job you are being paid to do, and you should treat it as such.
* Shift change requests should be submitted at least 24 hours in advance. You MUST at least give two hours’ notice in advance, otherwise the manager reserves the right to deny your shift and you are still responsible for said shift if it does get denied. Job action will also occur.
* Shift change requests should be done using DSE.
* Front Desk Workers are responsible for using DSE to find coverage for their desk shifts they are unable to cover.
* Report any suspicious behavior to University Police, the Chess Manager, and the Director.

***Supervisor Expectations***

* This is a job and you are being paid to do all parts of the position. Treat it as such.
* Communicate clearly on all fronts.
* This should be one of your top priorities after school work.
* You may do homework while working, but this job still takes priority over homework during your shifts. It is a privilege that you are permitted to do homework while working **DO NOT MAKE US TAKE THIS AWAY!**
* Don’t wait until the last minute to give shifts up. As soon as you know you cannot do it offer the shift up. Even if you are sick and may or may not make it, still offer it up. If you are able to get better and work later, we will give the shift back.
* Treat everyone with respect and make them feel welcomed.
* **Any racist, homophobic, or other derogatory terms and/or labels will not be tolerated.**
* Be respectful of other people’s time and commitments and show up early.
* Be a resource to all users within the facility as needed.
* Communicate with the manager all vital information they need to know about the facility and events occurring within the facility.

***Desk Worker Rules When Working***

* You must wear your staff shirt at all times when working the desk.
* No headphones while working the desk.
* You need to be alert, able to hear the fitness floor, and perceived to be available to those using the Chess Center at all times.
* No more than two guests behind the desk with you at a time. Guests should not obstruct the view of the Front Desk Worker or make it difficult for members to seek assistance from the Front Desk Worker.
* Greet all students/guests as they enter/exit the building.
* Chess Center Master Keys must remain in the building at all times.
* You may watch movies or do homework, but the job take priority or these privileges will be taken away. You must also keep these at a volume level that does not impact others and pause it when anyone enters or leaves.
* You may not leave the building during a shift unless you have permission from a member of the Leadership Team.
* **Any racist, homophobic, or other derogatory terms and/or labels will not be tolerated.**

***Equipment Check Out\ Rental Program***

* Equipment can be checked out with proof of a student ID card
* Equipment available to be checked out:

-Ping Pong Equipment - Volleyballs

- Jump ropes - Disc Golf Discs

- Frisbee - Air Hockey Equipment

- Foosball Equipment - Board Games

- Cards - Other Card Games - Ab Rollers -Ab Discs

- Resistance Bands - Pool equipment

* Equipment checked out must be recorded using the appropriate Presence form; Front Desk workers need to record who is checking out what equipment and the condition of the equipment. The Front Desk worker is also responsible for recording when the equipment is returned.
* Students checking out equipment will give their Student ID to the Desk Worker. **The Desk Worker will hold on to the ID until equipment is returned.**
* Any damaged or broken equipment needs to be reported by using the Chess Center Damaged Equipment form on Presence. A detailed description on what equipment is broken and its location needs to be provided.
* Chess Center Student Manager will maintain an equipment inventory/condition report to ensure all changes or issues are communicated to the Front Desk staff.

***Communication Expectations***

* Communicate clearly with users the expectations they are to follow within the Chess Center.
* Communicate clearly and calmly with users that are not following policies that their actions are not tolerated and explain why.
* Communicate clearly with fellow desk workers on matters pertaining to the Chess Center.
* Communicate clearly with the Chess Student Manager and Director any issues pertaining to the building, the building’s equipment, the security of the Chess Center and issues with other workers or users.
* Communicate clearly with the Chess Student Manager why you are submitting a shift/change request.
* Communicate clearly with the Chess Student Manager and Director if you have any issues or concerns with other desk workers.
* Refer to the Emergency Protocol & Action Plan Page in the manual for any issues requiring additional assistance.
* Refer to the Student Affairs contact page for information on contacting the appropriate staff members for issues pertaining to their expertise, particular involvement, and/or events held within the Chess Center.

***Scheduling Expectations***

* Desk hours and Goonie shifts are scheduled at the beginning of each semester – Front Desk workers sign up for shifts as they work with their individual schedules.
* Desk workers must work a minimum of 2 hours of regular desk shifts with a maximum of 10 hours per week. (Should you have more than two weeks where you fail to get two hours’ job action could occur).
* Desk workers must work a minimum of 3-4 Goonie shifts each semester with a maximum determined by the Director.