



## **EMPLOYMENT OPPORTUNITY ASSOCIATED STUDENTS INC. SACRAMENTO STATE**

### **Aquatic Center Dock Master and Customer Service Representative**

**Position Summary:** The Front Office Customer Service Representative shall handle the daily operations at the front office of the Aquatic Center. Primary areas of responsibility are proficiency in “ParkPro” software, customer service and records management.

**Start Date:** Upon Hire  
**Time Base:** Part-Time  
**Application Deadline:** Open until position is filled  
**Compensation:** \$12.00

#### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Learn and become proficient in “ParkPro” Recreational Software Program. Perform data entry and provide program/facility support.
- Manage all front office operations to include answering multi-line telephone and providing appropriate assistance to customers, vendors, officials, and staff. Assist customers in boat launch and facility and room set up. Retain and update organizational records.
- Compose, type, and proof read Aquatic Center documents and emails as needed.
- Schedule other part time staff for facility reservations, birthdays, youth groups and special events.
- Provide support for a variety of special events and help staff to schedule for these events.
- Other duties may be assigned.

#### **CORE COMPETENCIES:**

- Exceptional customer service skills
- Ability to communicate effectively both verbally and in writing with staff, employees and public
- Good analytical and problem-solving skills
- Knowledge of data gathering techniques, such as library research or files analysis, to obtain technical and administrative materials for organizational use
- Knowledge of principles and practices of organization, planning, records management, research and general administration
- Ability to operate standard office equipment including but not limited to computers, copiers, calculators and facsimile machines
- Ability to follow oral and written instructions
- Ability to learn and know the Aquatic Center Program Schedule

#### **MINIMUM QUALIFICATIONS:**

- Knowledge of PC windows-based personal computers - Microsoft Word, Excel, Outlook
- CPR and California Boating Safety Certificate (must have required certifications within three months of hire)

- Ability to lift and move up to 50 pounds
- Available to work weekends

**PREFERRED QUALIFICATIONS:**

- Aquatic/boating knowledge
- Currently be certified in CPR, First Aid and Lifeguard Training or Equivalent Red Cross Water Safety Class
- California Department of Boating & Waterways boating safety exam

**All Aquatic Center Staff must sign a Code of Conduct and Dress Code Agreement**

**Background Checks**

If offered a position, a background check may be completed if the position for which you have applied requires it. **Note:** No applicant will be denied employment solely on the grounds of conviction of a criminal offense. The nature of the offense, the date of the offense, the surrounding circumstances and the relevance of the offense to the position(s) applied for may, however, be considered.

**How to Apply**

Interested Applicants must complete an application, provide a resume and cover letter. Online applications are available at <https://748.dayforcehcm.com/CandidatePortal/en-US/asi/>

Paper applications can be found at <http://www.asi.csus.edu/wp-content/uploads/2018/01/ASI-Employment-Application-Jan2018-basic.pdf> and sent to :

**By mail**

Aquatic Center  
1901 Hazel Ave  
Gold River, CA 95670

**By Fax or Email**

Aquatic Center  
Fax: 916-278-1105

**Or in person**

Aquatic Center  
1901 Hazel Ave  
Gold River, CA 95670

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[www.asi.csus.edu](http://www.asi.csus.edu)

**Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act Statement**

In compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, California State University, Sacramento has made crime statistics available on-line at [www.csus.edu/police/cleryact.htm](http://www.csus.edu/police/cleryact.htm).  
<http://www.csus.edu/police/cleryact.htm>