

Games Room Attendant

Pay Classification: Student Assistant Level I; \$16.90-\$17.65 per hour.

Work Schedule: Up to 20 hours per week as assigned.

Training Period: 90 days probationary period with possibility of extension.

General Statement:

Under the supervision of the Assistant Director, the Game Room Attendant will provide supervision, monitor and assist students and visitors in the Loker Student Union (LSU) Game Room during operating hours. The Game Room Attendant is responsible for maintaining and operating game room equipment, ensuring a safe and clean environment, and implementing programs in the Game Room.

Specific Duties & Responsibilities:

- Coordinate day-to-day operations of the LSU Game Room area at designated hours.
- Provide general information and pricing of game room services (including but not limited to discounted amusement park tickets, billiards rental, game console rental) to students, faculty, staff and guests.
- Rent/loan, record, and maintain game and equipment rentals/loans.
- Operate Point-of-Sale (POS) system, process all transactions with accuracy, and prepare daily Cashier Report.
- Monitor daily activity and ensure proper usage of equipment in the game room.
- Resolve guest complaints, receive suggestions/recommendations and communicate/report issues.
- Operate gaming technology including monitors, video switch, consoles, controllers, etc.
- Assist in organizing, scheduling and overseeing tournaments and leagues for the University community.
- Maintain accurate inventory of games and equipment.
- Survey/inspect all games and equipment for proper function before distribution.
- Report and troubleshoot any damages and/or malfunctions of games and equipment to appropriate staff.
- Maintain accurate hourly guest counts and logs in support of game room operations.
- Ensure that the game room is clean, organized and maintain a safe environment.
- Adheres to LSU, Game Room, and Student Assistant Employee Handbook policies and procedures.
- Attend required student employee staff meetings and trainings.
- Assist with other duties and/or special projects as assigned.

Skill Requirement:

- Willingness to work with an ethnically diverse and culturally pluralistic student body and staff.
- Possess and display excellent customer service in all interactions; maintains professional and courteous demeanor.
- Ability to receive, interpret and follow oral and written instructions in Standard English.
- Must be self-motivated, able to work independently and apply good judgment using analytical and strategic skills.
- Good organizational skills: able to prioritize, complete assigned work and handle multiple tasks simultaneously.
- Strong interpersonal and group communication skills for work in a fast-paced environment.
- Ability to work evenings and weekends as required.
- Retail, Game Center, point-of-sales systems/cash handling and/or customer service experience, preferred.
- Knowledge of student activities/unions, and/or recreational equipment (i.e. billiards, video games, etc.), preferred.
- Computer literacy: Microsoft Word and Excel.

Employment Eligibility:

Employment with LSU is open to any qualified CSUDH student enrolled at least half time, 6 units undergraduate or 4 units graduate, and has a legal right to work in the United States. In addition, the student employee must at least have a 2.0 cumulative G.P.A. for undergraduate students and 3.0 cumulative G.P.A for graduate students. Individuals enrolled only in extension courses are not eligible for hire.