

Lakewood Desk Attendant Position Description

**Viking Union Student Employment**

# Viking Union Mission:

The Viking Union connects a dynamic and diverse campus community, providing welcoming, supportive spaces and activities that advance engagement in leadership, service, adventure and celebration.

The Viking Union values: Social, ecological, and economic justice, learning & development, and celebration. <https://vu.wwu.edu/core-beliefs>

# Position Overview:

* Lakewood is a multipurpose waterfront facility of 15 acres on Lake Whatcom. Serving the WWU community with access to a variety of watersports for recreation and for academic instruction. Lakewood is home to two sports teams, Sailing and Men’s rowing. There is a lounge / meeting space and a challenge course with both high and low elements on the property. The Lakewood Desk Attendants provide customer service to all Lakewood users, not only for water related activities.Lakewood hours of operation are:
  + Fall & Spring: M/W/F/S/Su 2pm-dusk.
  + Summer: 7 days/week 2 pm-dusk.
  + Lakewood is closed in the winter.

# Position Responsibilities:

* Know and understand all of the Lakewood procedures, rules, policies, and operating standards.
* Responsible for the operation of Lakewood during the hours of assigned duty.
* Reflect a courteous, helpful attitude towards all users and guests of Lakewood.
* Check out equipment and assist boaters in launching.
* Check that equipment is returned in satisfactory condition.
* Monitor activities at the facilities and ensure that all users and guests follow Lakewood rules, policies, and procedures as outlined in the desk manual.
* Ensure activities are conducted in a safe manner.
* Expedite the rescue and recovery of participants and equipment, as necessary. This primarily includes contacting first responders, performing water rescues as well as first aid when necessary.
* Assist with rigging and launching all watercraft.
* Clean public spaces daily, including the restrooms and lounge.
* Store equipment and organize boat house.
* Represent Lakewood in programming and marketing activities on campus or Lakewood as needed.
* Other duties as assigned.

# VU Employment Responsibilities:

* Attend all VU Training and development events including, but not limited to: pre-fall orientation, pre-winter training, and pre-spring training.
* Center equity, inclusivity, and anti-racism.
* Enter work hours in online timesheet after each shift and submit timesheets by the payroll deadline.
* Follow applicable VU Policies [vu.wwu.edu/policies](http://www.vu.wwu.edu/policies) and policies in the student employment   
  handbook <http://www.finaid.wwu.edu/studentjobs/employers/resources/supervisors_handbook/index.php>

# Required Qualifications:

* Maintain a minimum credit load throughout term of position of 6 credits for undergraduates and 4 credits for graduates. (Credit waivers may be granted by Student Employment.)
* Maintain a minimum of a 2.00 cumulative grade point average.
* Demonstrated commitment to equity, inclusivity, and anti-racism (e.g. self-educating, personal experience, attending courses/workshops, volunteering/working with organizations that support underrepresented people, etc.)
* Demonstrated experience in the following areas:
* providing welcoming, informative, and inclusive customer service in person, over the phone or electronically.
* sound knowledge of the principles of small boat operations, to include canoes, kayaks, windsurfers, rowboats, small power boats and sailboats.
* Have or obtain First Aid and CPR certification.
* Have or obtain “Washington Safe Boaters” card.

# Preferred Qualifications:

* Demonstrated experience in the following areas:
* Assessing the skill level of participants.
* Power Boat operation.
* Water rescue in a power boat.
* Cash Handling.
* Working on the water with sail and paddle sports.

# Position Reportage:

This position reports to the Lakewood Program Manager.

# Average Hours per Week:

This position works an average of 10-15 hours per week.

# Hourly Wage:

Program Support Staff 2 position at a rate of $15.95 per hour.

The Viking Union at Western Washington University is an Equal Opportunity Employer.  
This job description is subject to change and was last revised May 2021.

**Application available at:** <https://vu.wwu.edu/StudentJobs> please follow the instructions listed.