



**Job Title:** Secret Shopper

**Position Type:** Other-Contract

**Department:** GT Campus Recreation Center

**Job Description:**

The secret shopper is responsible for measuring the level of customer service that is provided to members and non-members.

**Duties:**

- Attend initial training prior to job assignment
- Shop various departments within the CRC, record observations, and submit completed evaluation forms to the Assistant Director for Membership Services
- Be punctual, maintain a high level of integrity, and be inconspicuous in demeanor.

**Skills/Qualifications:**

- Possess effective written and verbal communication skills
- Attention to detail
- Flexible availability and be able to complete a minimum of 8 assigned shops per month.
- Attend initial training session and monthly meeting.
- Must be a student or faculty/staff member at Georgia Tech.
- Membership at the CRC is required

**Pay:**

- Shoppers are paid \$50 for attending the training session/monthly meeting and successfully completing 8 assigned shops per month.