

SECTION 2.1 JOB DESCRIPTIONS

Subsection 2.1.a Leadership Team

The Facilities Leadership Team consists of highly organized, responsible, knowledgeable individuals whose work performance has placed them in a supervising and mentoring role for the Facility Operations team. Building Supervisors collaborate with the Coordinator to ensure the daily running of the facility, patron satisfaction and employee performance and retention.

Qualifications:

- Preference will be given to full time UTC students.
- Preference will be given to students with leadership skills and experience.
- Current certifications in Standard First Aid/CPR are preferred.

Job Description:

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- Responsible to the Facilities Coordinator.
 - **Scope:** The Building Supervisor is responsible for all details surrounding the day-to-day operations of the ARC and Maclellan Gym. Furthermore, the Building Supervisor may be asked to assist with special programs, events, and any other duties necessary for quality services.

Responsibilities:

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- Responsible to the Facilities Coordinator.
 - **Scope:** The Building Supervisor is responsible for all details surrounding the day-to-day operations of the ARC and Maclellan Gym. Furthermore, the Building Supervisor may be asked to assist with special programs, events, and any other duties necessary for quality services.
 - Open and close the ARC and Maclellan facilities.
 - Complete daily Building Supervisor opening and closing log.
 - Comply with university credit card handling procedures.
 - Monitor and supervise entire facilities during morning, evening and weekend operating hours.
 - Ensure that all participants and clients follow operating and use policies.
 - Ensure that a safe and equitable environment exists at all times for all participants.
 - Supervise, direct and assist student personnel.
 - Report any violation of employee conduct or policy to the Coordinator of Facilities.
 - Facilitate conflict resolution with customer problems and complaints.
 - Report all accidents, injuries and emergency situations to the Coordinator of Facilities.
 - Oversee preparation and clean-up for special events and other specific programming.
 - Attend to facility cleanliness.

- Report and/or record definite or potential hazards and unsafe conditions to the Facilities Coordinator.
- Be responsible for current policy revision by reading the supervisor book daily.
- Perform other duties as directed or assigned by the Facilities Coordinator.
- Attend and actively participate in weekly meetings with the Facilities Coordinator and Leadership Team.

Subsection 2.2.b Customer Service Representative

Customer Service Representative

Qualifications:

- Preference will be given to full time UTC students.
- Preference will be given to students with prior customer service experience and facility operations experience.
- Current certifications in Standard First Aid/CPR are preferred.

Job Description:

- Responsible to the Coordinator and Leadership Team
- **Scope:** Customer Service Representative is responsible for all details surrounding access control, rental equipment use, and patron assistance. Furthermore, the CSR may be asked to assist with special programs, events, and any other duties necessary for quality services.

Responsibilities:

- Check valid use eligibility of all that enter the facility
- Be responsible for checking out/in equipment available for the convenience of the patrons
- Clean, inspect and ensure that all equipment is available for checkout
- Report any broken or damaged equipment to the Coordinator
- Is proficient in all building policies and procedures
- Provide accurate information and answer questions regarding hours of operation, programming, and policies to patrons
- Perform other duties as directed or assigned by the Coordinator and/or Leadership Team
- Attend and actively participate in all full staff in-services, scheduling meetings and other meetings as scheduled by the Leadership Team / Coordinator.
- Complete all surveys distributed by Coordinator prior to given deadline (i.e. Staff Notes)