

FACILITY OPERATIONS STAFF- WAR MEMORIAL GYM JOB DESCRIPTION

DEPARTMENT: *War Memorial Gym*
POSITION TITLES: **War Memorial Gymnasium Operations Staff**
POSITION TYPE: **Student Role, Part Time/Casual**

POSITION SUMMARY

The role will provide front line services to students, faculty, staff, and community users through varsity game-day and practice set up and tear down, building supervision, oversight on patron safety and related procedures. Students working in this role are required to provide first-class customer service and professionalism while assisting facility patrons in-person and over the phone with inquiries regarding the gymnasium, classrooms, varsity events, location and hours. As a first point of contact to one of UBC Athletics and Recreation's on-campus sport facilities, it is vitally important the student assists our patrons in a knowledgeable and professional manner. As our facility patrons are often first time visitors to the university campus, it is essential the successful candidate is welcoming, knowledgeable, and gives clear and concise directions in campus way-finding.

DESCRIPTION OF DUTIES

War Memorial Gym Facility Operations Staff assist in the daily operations of War Memorial Gym, as well as Varsity, conferences, and major events. This position has a wide range of duties of varying complexities that are vital to the UBC Athletics and Recreation department's vision of creating a healthy, active, and connected community where each person is at their personal best and proud of their UBC experience. These duties include:

- Providing exceptional customer support to building users and guests who are visitors to War Memorial Gymnasium
- Answering customer inquiries via phone and in person
- Lifting and moving heavy objects or equipment as set up required for varsity practices, bookings or facility needs
- Assisting with set-up, organization, and preparation for all team practices and major events happening in War Memorial Gym
- Acting as a communication liaison with coaches, athletes, and trainers during practices and games
- Performing building opening and closing procedures and ensuring the facility is secure and safe.
- Laundry service to Varsity Thunderbird Sports teams and visiting teams
- Minor facility maintenance and cleaning tasks as necessary. These can include what is required in the equipment safety checklist as well as any spills, messes or leaks that may arise from facility equipment.
- Filing and various administrative tasks that would typically take place in an office setting
- Assisting the immediate supervisor with locker rental assignments and clean outs
- Equipment counting and checking for accuracy and inventory control
- Upholding and enforcing facility policies and procedures
- Attending all mandatory staff meetings
- Performing other duties as necessary

This role is integral to the operations and goals of the Department of Athletics and Recreation, including excellence in customer service, facility maintenance, and program management. Athletics and Recreation strives to create a healthy, active and connected community where each person is at their personal best and proud of their UBC experience. Our mission is to engage our community in outstanding sport and recreation experiences, to enable UBC athletes to excel at the highest levels, and to inspire school spirit and personal well-being through physical activity, involvement and fun. To deliver on the mission we make decisions and prioritize work that will:

1. Increase participation
2. Deliver excellence on the national and world stage
3. Build school spirit
4. Nurture a strong sense of community
5. Cultivate an inspired workplace where staff are at their best

We focus our efforts and resources on delivering engaging, dynamic programs that increase involvement in sport and recreation and deliver performance success for the whole of our community. We provide unique and exciting student learning opportunities that foster personal growth, skill-building, and leadership development. We create high quality, community building events where people can connect, have fun, and get involved with UBC, recreation, and varsity sport.

SUPERVISION RECEIVED:

This position reports directly to the Facility and Operations Coordinator. These positions work under direct supervision both independently and in a team environment. The employee works under a set of policies and procedures and is expected to defer to the supervisor when any judgment or decision making outside these parameters is required. The role maintains regular contact with the supervisor through email, phone, and in-person interactions.

QUALIFICATIONS:

Students working in this position should be willing to give great customer service and be comfortable with initiating conversations with the public. Those who are independent, mature, and self-motivated will find this position would come naturally to them. Knowledge of sporting event management procedures is also an asset for students looking to apply for this role. Someone who is enthusiastic and passionate about volleyball or basketball would be an ideal candidate for this position.

KNOWLEDGE, SKILLS, EDUCATION AND EXPERIENCE

- Current or returning UBC Student (any level of degree or program)
- Willing to obtain First Aid certification
- Able to work evenings and weekends
- Able to work both in a team environment and independently
- Able to initiate, learn quickly, and exercise sound judgment to solve problems based on training provided
- Able to lift or move heavy objects of 50lbs+
- Able to work unsupervised or independently
- Excellent problem solving skills. Thinking on one's feet is highly attributable especially in a quick-paced environment where one could potentially lead to being seriously injured.
- Excellent written and oral communication
- Enthusiastic, organized, and responsible
- Diligent and dedicated to thorough task execution. Specifically, in an environment where safety is crucial, applicants must be able to look for situations that could be potential threats.
- Classroom learning includes, but is not limited to: Business and/ or Sport Administration, Business and/ or Sport Management, Kinesiology, Health and Society

WORK PLACE SKILLS, PERSONAL DEVELOPMENT AND GRADUATE COMPETENCIES

By the end of the work term, the successful War Memorial Gym Facility Operations Staff applicant will have gained:

- An understanding of basic facility operation, risk management, and facility administration
- **Effective time management skills through prioritization of tasks and organization**
- Experience working with the public, developing effective listening skills, providing the best customer service, and responding in a timely manner
- Experience dealing with conflict and developing constructive conflict resolution skills —the ideal candidate is able to adapt to different personalities and people that use the facility in order to best accommodate to their needs.
- Experience with Event Management and working with clients in a professional setting
- Supervisory skills and the ability to exercise authority in a professional manner

APPLICATION SUBMISSION: All applicants must submit a **Cover Letter, Resume, and Class Schedule** for the upcoming term. If you do not have a class schedule for the next term ready when you apply, please note this your cover letter. Applicants that fail to complete this will not be considered.