

## **FACILITY OPERATIONS- STUDENT RECREATION CENTRE JOB DESCRIPTION**

**DEPARTMENT:** *Student Recreation Centre*  
**POSITION TITLES:** **Student Recreation Centre Operations Staff**  
**POSITION TYPE:** **Student Role, Part Time/Casual**

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### **POSITION SUMMARY**

This role will provide front line services to students, faculty, staff, and community users through the administration of recreation programs, drop-in sports sessions, locker rentals, equipment bookings and merchandise sales. Students working in this role are required to provide first-class customer service and exhibit professionalism while assisting facility patrons in-person and over the phone with inquiries regarding the facility, location, hours, and programs. As a first contact to one of UBC Athletics and Recreation's on-campus facilities, it is 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, gives clear and concise directions in campus way-finding, and knows and educates the public of our daily programs and retail merchandise.

### **DESCRIPTION OF DUTIES**

The Student Recreation Centre Operations Staff are responsible for ensuring quality in all happenings in the Student Recreation Centre. 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:

- Registering customers for memberships, programs, and lockers using CLASS software
- Checking and validating student and staff cards with scanning software
- Signing out rental equipment (racquets, birdies, basketballs, volleyballs, etc) and ensuring they are tracked and returned correctly
- Assisting with set up and take down of sports equipment including volleyball nets, basketball hoops and badminton nets
- Monitoring drop-in sports sessions and ensure all participants are adhering to the program policies and rules
- Printing attendance lists using CLASS software and performing attendance counts on instructional classes
- Answering customer inquiries via phone, e-mail, and in person about programs, the facility, hours and location
- Processing cash, interact, and credit card transactions accurately
- Merchandise counting and checking for accuracy and inventory control
- Serving as a venue liaison for large events and bookings
- Minor 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
- Upholding and enforcing all facility policies and procedures
- Ensuring smooth transitions in the facility between different user groups
- 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:**

These positions report directly to the Student Recreation Centre Facility & 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 of these parameters is required. The role maintains regular contact with the supervisor through email, phone and in-person interactions.

### **QUALIFICATIONS:**

Students looking to work in this position should be willing to give great customer service at all times. Students who would be a great fit for this position must be comfortable initiating conversations with the public and works well in both team and independent roles. Those who are independent and are able to take a leadership role should also find this position would come naturally to them. Someone who is enthusiastic about recreation, health and fitness or general wellness will be an ideal candidate for this position.

### **KNOWLEDGE, SKILLS, EDUCATION AND EXPERIENCE**

- Current or returning UBC Student (any level of degree or program)
- Able to work evenings and weekends

- Able to work both independently and in a team environment
- Able to initiate, learn quickly, and exercise sound judgment to solve problems based on training provided
- Able to lift heavy objects of approximately 25-50lbs
- Previous experience in an office or retail environment is an asset
- Experience with CLASS Software an asset
- Must be responsible with cash; cash handling experience is an asset
- Must be detail-oriented. Specifically in an environment where safety is crucial, applicants must be able to look for situations that could be potential risks.
- Willing to obtain First Aid certification
- 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
- Classroom learning includes, but is not limited to: Business and/or Sport Administration, Health and Society, Program Management

#### **WORK PLACE SKILL, PERSONAL DEVELOPMENT AND COMPETENCIES**

By the end of the work term, the Facility Operations staff member will have gained:

- An understanding of basic facility operation, risk management, and facility administration
- Enhanced computer skills and experience with CLASS software
- Experience working with the public and developing effective listening skills to provide the best customer service possible and be able to respond to their needs in a timely manner
- Experience dealing with conflict and developing constructive conflict resolution skills
- Experience processing cash, credit, and debit transactions
- Effective time management skills through prioritization of tasks and organization
- Supervisory skills and the ability to exercise authority in a professional manner
  - Enhanced interpersonal 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.
- Goal setting skills and self evaluation sessions

**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.