

FACILITY OPERATIONS STAFF- THUNDERBIRD PARK AND STADIUM JOB DESCRIPTION

DEPARTMENT: *UBC Athletics and Recreation – Thunderbird Park*
POSITION TITLES: **Thunderbird Park and Stadium Operations Staff**
POSITION TYPE: **Student Role, Part Time/Casual**

POSITION SUMMARY

This role will provide front line services to students, faculty, staff, community users, and rental groups by aiding with safety, booking questions, and equipment requests. As a first point of contact to one of UBC Athletics and Recreation's on-campus facilities, it is important that the student assists our patrons in a knowledgeable and professional manner. The ideal candidate working in this role is required to provide first-class customer service and professionalism while assisting facility patrons with inquiries regarding event rentals, daily set-up and tear-down, and any other Thunderbird Park and Stadium protocols. As our patrons are often first time visitors to the university campus, it is essential the successful candidate is welcoming, and provides clear and concise directions when exhibiting knowledge of campus way-finding, group rental inquiries, and event protocols.

DESCRIPTION OF DUTIES

Thunderbird Park Facility Operations Staff assist in the daily operations of Thunderbird Park and Stadium, as well as with varsity and major event management. Job responsibilities of varying complexity will coordinate with the Athletics and Recreation's department vision of creating a UBC experience each person can be proud of. These duties include:

- Providing exceptional customer support to facility users and guests who are visitors to Thunderbird Park and Stadium
- Answering customer inquiries via phone, e-mail, and in person
- Acting as a communication liaison with coaches, facility users, and athletes
- Assisting with set-up, organization and preparation for all team practices and major events happening in Thunderbird Park and Stadium
- Facility and event management duties during varsity home games and third-party events
- Lifting and moving heavy objects or equipment as set up requires for varsity practices, bookings or facility needs
- Equipment counting and checking for accuracy and inventory control
- Minor maintenance and cleaning tasks as necessary to ensure a safe sporting facility
- Filing and various administrative tasks
- Upholding and enforcing facility policies and procedures
- Lifting or moving heavy objects of approximately 50lbs
- 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 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:

Ideal candidates that would be a great fit for this position would be willing to work in all types of weather and continue to give great customer service. Those that are hard-working individuals, able to work independently, and can manage multiple locations of sporting events at one time should consider themselves a great fit for the role. Someone who is passionate about field sports (football, baseball, soccer, etc) either as a player or a fan would be an ideal candidate for this role.

KNOWLEDGE, SKILLS, EDUCATION AND EXPERIENCE

- Current or returning UBC Student (any level of degree or program)
- Previous experience with facility supervision and/or athletics an asset
- Must have a valid driver's license and be legally valid to drive in Canada
- 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
- Willing to work outdoors
- 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 50lbs
- 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

WORK PLACE SKILL, PERSONAL DEVELOPMENT AND COMPETENCIES

By the end of the work term, the successful Thunderbird Park Facility Operations Staff applicant will have gained:

- An understanding of basic facility operation, risk management, and facility administration
- Experience with basic facility maintenance and learning relevant event management skills
- Experience with event management and working with clients in a professional setting
- 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
- 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.

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.