

## **PROGRAM STAFF- STUDENT RECREATION CENTRE JOB DESCRIPTION**

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

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### **POSITION SUMMARY**

The role will provide front line services to students, faculty, staff, and community users by providing support for events, tournaments and leagues, instructional and outdoor programs, or fitness. The ideal candidate working in this role is required to provide first-class customer service and professionalism while assisting facility patrons in person, online, and over the phone with inquiries about UBC Recreation programs. As a first point of contact to our UBC Athletics and Recreation facilities, it is important that 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 special event programming.

### **DESCRIPTION OF DUTIES**

This individual will work directly with several of the UBC Recreation management team in an administrative capacity. Students have the opportunity to work and support the goals of one of the following areas: Events, Tournaments and Leagues, Instructional and Outdoor Programs, or Fitness. A consistent weekly schedule will be required. These duties include:

- Assisting with registration for events, tournaments, fitness, and outdoor programs
- Assisting with CLASS software program updates and auditing
- Assisting with set up and take down of equipment
- Putting up posters for various programs in prime locations on campus
- Putting up sponsor banners at events
- Distributing sponsor products to UBC Athletics and Recreation departments as outlined by the immediate supervisor
- Answering customer inquiries via phone, e-mail, and in person
- Printing and checking class lists
- Inventory counting and checking
- Minor maintenance and cleaning tasks as necessary
- Filing and various administrative tasks
- Running errands as necessary
- 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 UBC Recreation 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 these parameters is required. The role maintains regular contact with the supervisor through email, phone, and in-person interactions.

## **QUALIFICATIONS:**

Students that would be a great fit for this role are those that want to work within the health and fitness industry, and have an interest in sport management and sport programming. Other qualities that would enable the student to excel in this position include: leadership, adaptability, independence, maturity, and self-motivation. Someone who is passionate about sport administration and learning more about this area would be an ideal candidate for this position.

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

- Current or returning UBC Student (any level of degree or program)
- Previous experience in an office or retail environment is an asset
- Experience with CLASS Software an asset
- Must be detail-oriented. Some tasks will include reviewing content, proof reading, simple math and calculations.
- Willing to obtain First Aid certification
- Able to work evenings and weekends as necessary (event based)
- 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
- Excellent problem solving skills
- Excellent written and oral communication
- Enthusiastic, organized, and responsible - the ideal candidate is able to adapt to different personalities and people that use the facility in order to best accommodate to their needs.
- Classroom learning includes, but is not limited to: Business and/ or Sport Administration, Health and Society, Sport Program Planning, Kinesiology,(Sport) Marketing

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

By the end of the work term the UBC Recreation program staff will have gained:

- Effective time management skills by learning how to prioritize tasks, use time efficiently and be well organized in order to finish tasks and assignments on time
- 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 develop constructive conflict resolution skills
- Experience using verbal and written communication styles in a professional setting and have the ability to adapt to different audiences ranging from participants to sponsors
- 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.