

FACILITY OPERATIONS- UBC TENNIS CENTRE JOB DESCRIPTION

DEPARTMENT: *UBC Tennis Centre*
POSITION TITLES: **UBC Tennis Centre 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 the administration of tennis programs, court and equipment bookings, and merchandise sales. 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 facility, location, hours, rentals, and programs. As a first point of 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 is well versed in educating the public of our tennis programs, rentals, and merchandise.

DESCRIPTION OF DUTIES

The UBC Tennis Centre Facility Operations Staff are responsible for ensuring quality in all happenings in the UBC Tennis 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 clients for programs and court reservations using CLASS software
- Providing exceptional customer support to building users and guests
- Assisting children's and youth tennis specific camps and programs
- Answering customer inquiries via phone, e-mail, and in person
- Processing cash, credit, and debit transactions accurately
- Merchandise counting and checking for accuracy and inventory control
- Minor maintenance and cleaning tasks as necessary
- Filing and various administrative tasks
- Upholding and enforcing facility policies and procedures
- Putting up posters and creating brochures for tennis programs and camps
- 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 UBC Tennis Centre 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 are comfortable with initiating conversations with the public. Those who are independent, and are able to take on a leadership role should find this position would come naturally to them. Someone who is passionate about tennis (either as a player or a fan) and knowledge of rules, and equipment 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
- Experience with CLASS Software an asset
- Must be responsible with cash; cash handling experience 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.
- Able to work evenings and weekends
- Able to work independently and in a team environment
- Able to initiate, learn quickly, and exercise sound judgment to solve problems based on training provided
- 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
- Shows creativity and innovation when faced with problematic situations
- Classroom learning includes, but is not limited to: Business and/or Sport Administration, Business and/ or Sport Management, Kinesiology, Health and Society

WORK PLACE SKILL, PERSONAL DEVELOPMENT AND GRADUATE COMPETENCIES

By end of term/semester, the successful Tennis Centre 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
- Program promotion and sales experience
- Enhanced computer skills and experience with CLASS software
- Experience working with the public, developing effective listening skills, providing the best customer service, and responding in a timely 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.
- Experience processing cash, credit, and debit transactions
- Experience dealing with conflict and developing constructive conflict resolution skills
- 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.