



JOB TITLE: FACILITY SUPERVISOR
DEPARTMENT: Utah State University Campus Recreation
REPORTS TO: Coordinator of Facility Operations

Job Summary

Facility Supervisor is a student position designed to assist with the daily operations of the Facility Operations Team. The position will mainly focus on contributing to the overall management of Campus Recreation facilities and services.

Job Duties

Customer Service

- Maintain the standards outlined in the Customer Service Training. Coaches other Facility Operations Team Members on customer service expectations.
- Manage conflict by firmly and respectfully upholding Campus Recreation policies and resolving operational incidents and guest complaints.
- Contribute to the overall management of Campus Recreation facilities through daily facility inspections. Communicates maintenance, custodial, and safety hazard concerns to Facility Operations Coordinator promptly.

Recreation Operations

- Motivate Facility Operations team members and delegate work responsibilities and assignments fairly and consistently.
- Maintain facility records including activity counts, accident reports, incident reports, and other membership records. Communicate guest incidents with the Facility Operations Coordinator.
- Coordinate the setup and tear down of equipment for Campus Recreation activities as well as the opening and closing of Campus Recreation facilities.
- Promptly respond to emergencies and administer the appropriate level of care and/or call Emergency Medical Services to the scene.

Other Responsibilities

- Maintain collaborative relationships and open communication with all Campus Recreation professional staff members and all other USU Departments.
- Demonstrate a thorough understanding of all Campus Recreation programs, services, and operational activities, as well as a willingness to learn and accepts new responsibilities as assigned.
- This position description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications required of employees assigned to the position.



Qualifications

- Employed by Campus Recreation (or comparable University program) for at least one semester without a negative performance report on file during the applying semester
- Current certification in CPR, First Aid, AED, or ability to complete training within two weeks after hiring date
- Previous work experience in customer service
- Ability to work effectively in a fast-paced environment with little supervision

Required

- Previous work experience supervising or managing staff members
- Previous work experience in facility or recreation operations
- Previous experience in coordinating emergency response

Position Details

- The position reports to the Coordinator of Facility Operations
- Hourly wage starts at \$9.75/hour
- Employees can expect to work 15/hours per week
- Employees will be required to work some weekend and/or night shifts.

About Campus Recreation

The Department of Campus Recreation at Utah State University is housed in the Division of Student Affairs and is one of the most dynamic growing departments on campus. Campus Recreation provides wellness and healthy lifestyle-oriented programs, events, and services to Utah State University students and employees via five program areas: Aquatics, Fitness, Club Sports, Intramurals, Outdoor Recreation. Facility operations supplement the program area functions and provide seamless customer service to USU students, employees, and the community. Campus Recreation creates opportunities for students to enhance the college experience through play, wellness, and adventure. To learn more about Campus Recreation, visit our website at campusrec.usu.edu.