Job Title: Facility Supervisor

Pay: $9.25/hour

Job Location:
Fitness, Wellness, and Recreation Department
Eccles HWAC, 10-33341

Job Supervisor(s)
Traci Siriprathane, Director of FWRD
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And

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Other Timesheet Designee(s): Laura Iverson, Asst. Director FWRD

SUMMARY JOB DESCRIPTION:

The job of the Facility Supervisor is to manage, oversee, and monitor all areas of the Eccles Health, Wellness, and Athletic Center. The Facility Supervisor must provide excellent customer service and professionalism when working with employees and members. The Facility Supervisor will be familiar with both Reception Attendant and Strength & Cardio positions and will enforce Center policies to members and enforce employee policies to student employees and ensure the facility runs smoothly. This position will oversee safety, customer service and procedure adherence for all areas in facility while providing guidance and leadership for student staff when full time staff are not available.

Essential Job Duties and Responsibilities:

- Display and maintain a positive approach in your interactions, duties and management of others.
- Be knowledgeable and able to educate student staff and members regarding policies and procedures.
- Provide immediate or timely feedback for maintenance concerns as appropriate.
- General supervision of building and patron use to ensure safe and pleasant environment.
- Keep work areas clean and free from hazards.
- Ensure a clean work environment, to include performing cleaning duties and/or delegating duties.
- Support an environment that encourages, values, and delivers outstanding customer service.
- Responsible for opening and/or closing, and maintaining the smooth operation of the building. Including risk management assessment for all program activities.
Assume responsibility for all aspects of Eccles HWAC facilities, programs, and services in the absence of full-time staff.

Provide Emergency care when needed

Specific Reception Attendant Duties

- Membership management (adding/editing new members, point of sale, member check in)
- Equipment Check Out
- ID Card production
- Class/program registration
- Complete administrative projects as assigned

Specific Strength & Cardio Duties

- Oversee the Health, Wellness, and Athletic Center, particularly the cleanliness of the weight room and cardio equipment. Another role is to provide a proactive approach to assisting members with the instruction and proper use of all the fitness equipment.
- Enforce weight room policies
- Supervise the weight room to ensure member safety
- Provide instruction on the proper use of all fitness and weight equipment.
- Restacking and organization of weights and equipment
- Daily/Weekly/Monthly Maintenance of cardio and weight equipment.
- Identify and report cardio and weight equipment maintenance issues (broken treadmills, etc.)
- Answer questions related to exercise protocols

Working relationships:

- Will be working with all staff in the facility; specifically with Reception Attendants, Lifeguards and/or Strength & Cardio Attendants
- The Center is open at 6 am and closes at 11 so based on availability shifts may include early morning, late night, or weekend hours.

Qualifications Required/Preferred:

- Supervisory experience preferred
- Ability to work collaboratively with others or independently as the situation requires.
- Candidates should be reliable, self-motivated, and should be able to solve problems and make decisions based on Fitness, Wellness, and Recreation policies.
- Ensure facility safety and security
- Excellent interpersonal and organizational skills.
- Excellent customer service skills
- Excellent Communication skills both verbal and nonverbal
- Responsible in nature
- Ability to learn and be competent in CSI, the Membership Management Software application.
- Basic knowledge with Microsoft Word and Excel.
- Comprehensive understanding of programs offered through the Fitness, Wellness, and Recreation Department
- CPR/AED/First Aid certification is required 30 days of hire.
- Proper phone etiquette