

SFC Recreation Center Staff

Job Summary: The SFC Recreation Center Staff oversees the 15,000 Sq/ft HSC Recreation Center in the Student Faculty Center. This position involves the overseeing of the day-to-day operations of the fitness facility, including the opening and closing of the facility, enforcing policies, set-up of events and group exercise classes, marketing and selling of memberships, troubleshooting of AV technology, and sales of services.

Supervision: This position reports directly to the Recreation Coordinator. Cross-supervision is provided by building managers and the other full-time staff.

Schedule: This position requires flexible availability including early mornings, late nights and during some breaks. Typically, SFC Recreation Center Staff will receive 10-15 hours per week and will work no more than 30 hours unless special notice has been given. At no time should any student staff member work overtime without prior approval from their direct supervisor.

Responsibilities include, but are not limited to:

- Open and close the HSC Recreation Center.
- Enforce Campus Recreation Policies and Procedures.
- Reserve equipment and rooms as needed.
- Conduct HSC Recreation Center sales of services.
- Provide customer service and support to all guests.
- Provide a clean, safe, and professional atmosphere for guests at all times.
- Complete daily facility rounds, organize and clean equipment.
- Execute emergency action plan.
- Setup and troubleshoot audio-visual and technology as needed.
- Perform other duties as assigned

Qualifications:

- A cumulative and term GPA of 2.5 or better at the time of application. A per semester GPA of 2.5 or better must be maintained throughout employment.
- Must be capable of lifting at least 50 lbs.
- Demonstrated decision making and customer service skills.
- Demonstrated ability to work with limited supervision.
- Ability to communicate orally and write effectively in the English language.
- CPR/AED certified (training will be supplied as necessary).

Professional Development:

- Students will be required to complete various trainings, evaluations, and online surveys that are tied to NACE (National Association of Colleges and Employers) Competencies and career readiness.
- These competencies (listed below) are used to enhance employment experiences that will best prepare students for post-graduation.
 - Career & Self- Development, Communication, Critical Thinking, Equity & Inclusion, Leadership, Professionalism, Teamwork, and Technology.
- Students will have the opportunity to customize their professional development experiences by choosing to focus on specific competencies for the upcoming year.
- Students will be able to maximize their time in this role and take part in a program that will be beneficial for their future, no matter what their career field of choice is.

Percentage of Responsibilities	Position Responsibilities/Tasks	NACE Competencies
10%	<p>Employee Development Attend Fall/Spring staff trainings. Attend mandatory meetings, trainings, and departmental events. Provide 360 feedback for student staff evaluations and suggest improvements for the department and building.</p>	<ul style="list-style-type: none"> • Teamwork • Professionalism • Communication • Leadership
45%	<p>Facility Management (SFC Recreation Center) Enforce all recreation center policies and procedures. Prepare detailed reports regarding housekeeping, equipment, maintenance and inventory. Perform all SFC Recreation Center duties. Setup and breakdown equipment and audio/visual equipment per event requirements. Execute emergency action plan.</p>	<ul style="list-style-type: none"> • Critical Thinking • Teamwork • Professionalism • Technology • Leadership
45%	<p>Guest Service Provide extraordinary guest service to students, faculty, staff, and clients of the Student Faculty Center. Respond to guest issues when necessary. Perform rounds every hour to maintain the cleanliness and look of the SFC Recreation Center and report any facilities issues. Create and manage reservations for guests Complete sales for SFC Recreation Center services Communicate with guests prior to events or exercise, helping and resolving issues that may arise. Educate guests on AV equipment usage as needed.</p>	<ul style="list-style-type: none"> • Critical Thinking • Professionalism • Communication • Technology • Equity & Inclusion
Learning Objectives		
Transferable Skills	<ul style="list-style-type: none"> • The student will gain experience in a professional setting, how to communicate with peers and supervisors, and other transferable skills. 	
Facility Management and Customer Service	<ul style="list-style-type: none"> • Students will gain experience in facility management, reservation creation, coordinating multiple facets of event set up (i.e. technology, personnel, and equipment), adapting to unexpected customer needs, facility cleanliness, and reporting on facilities and equipment issues that arise. • The student will act as a steward of the SFC, performing tasks as requested by staff and guests alike, assisting customers in day-to-day issues, answering questions quickly and efficiently. • The student will gain experience adapting to customer needs regarding policies and services provided, including recreation set-ups, technology, equipment, reporting new issues, attending to guest needs, and critical thinking solutions to guest issues. 	

Critical Thinking

- Students will gain experience in accurately identifying critical issues when making a decision or solving a problem, identifying needs, identifying sources of information appropriate to the problem at hand, and how to best formulate questions to clarify critical issues.