

Campus Recreation – Facility Supervisor

Department: FAU Campus Recreation

Campus: Boca Raton

Position Title: Facility Supervisor

Hours Per Week: Varies

Classification: Undergraduate or Graduate

Brief Description:

As the lead student staff member, facility supervisors manage the daily operation of indoor and outdoor facilities. Supervisors must respond quickly and independently to all medical and weather-related emergencies. They will supervise the building during hours of operation. Facility supervisors will manage and coordinate student employees, programs and services. In addition, they will enforce building policies and resolve conflicts. Facility supervisors must support the department's mission, provide excellent customer service, and serve as a role model.

Key Accountabilities:

Reports to Assistant Director of Membership & Student Development

- Responsible for opening and closing indoor and outdoor facilities
- Respond to all medical or weather emergencies
- Enforce department and university policies and procedures
- Provide supervision to all student positions working in the facility
- Report all equipment, mechanical, or facility issues
- Maintain a clean environment in and around all facilities
- Monitor activities closely and identify any safety issues
- Responsible for membership service operations during administrative office closures
- Create temporary facility signage
- Provide assistance to patrons when appropriate
- Other duties as assigned

Requirements:

- Current FAU student and enrolled in at least 6 credits per semester
- Currently have a GPA of 2.5 or greater
- Authorized to work in the United States
- Attend a Campus Recreation Employee Recruitment Session
- Able to lift 50 pounds or more
- Current CPR/AED & First Aid Certification
- Employed with FAU Campus Recreation for at least two semesters
- Must have worked in a Facilities position for at least ONE whole semester (I.E. Operations Assistant, Membership, Lifeguard, Maintenance)

What You Will Do and Learn:

- ✓ **Communication Skills:** Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization
 - Exemplify effective verbal and written communication through proper in-person, phone, and email etiquette
 - Assist with front desk and membership desk and greet Recreation and Fitness Center visitors
 - Follow up messages and reporting
- ✓ **Work Ethic & Professionalism:** Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image.
 - Gain experience working in a professional environment (being punctual, adhering to dress code)
 - Prioritization of tasks with a focus on customer service
 - Manage multiple student staff positions while on shift
- ✓ **Teamwork/Collaboration Skills:** Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.
 - Interact with other FAU departments, FAU patrons, and community partners
 - Troubleshoot student staff scheduling conflicts
 - Planning, coordination, and execution of projects
- ✓ **Critical Thinking/Problem Solving Skills:** Exercise sound reasoning to analyze issues, make decisions, and overcome problems.
 - Assist with student, parent, faculty, staff, employer and community member questions with a courteous and professional demeanor by utilizing knowledge of the department and the university
 - Analyze and procure solutions regarding programs, facilities, and staff or patron issues
- ✓ **Leadership Skills:** Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others.
 - Manage multiple student positions on shift
 - Assist with Operations Assistant and Membership Specialist training
- ✓ **Digital Technology Skills:** Select and use appropriate technology to accomplish a given task. The individual is also able to apply computing skills to solve problems.
 - Utilize computer software such as: Microsoft Office, Google Apps, Innosoft Fusion, Fitness EMS
 - Perform clerical duties, including copying, filing, scanning, etc.
- ✓ **Global/Intercultural Fluency:** Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions.
 - Respectful engagement with multi-culture and diverse students, employers, and staff
 - Assist Transitioning Owls (students work program for students with intellectual disabilities) with task