

Job Overview

The job of the Student Building Supervisor is to manage, oversee, and monitor all areas of the Student Recreation Center and assist the Graduate Assistant of Operations as needed. Building Supervisors are the main contact for information on the facility and charged with overseeing safety, customer service, and procedure adherence for all programs in facility while providing guidance, leadership and evaluation feedback for 100 student staff in aquatics, fitness, member services, equipment issue, & welcome desk areas including opening/closing responsibilities.

Direct Report

- Aidan Walter – *Graduate Assistant of Operations*
- Brittani Lee – *Associate Director of Operations*

Duties

- Serve as a leader of Campus Recreation by demonstrating, teaching and displaying excellent customer service at all times
- Responsible for the day to day operation which includes the safety and security of the Student Recreation Center
- Maintain and record the participant usage of the facility to include card access and headcounts
- Manage the informal staff of all areas including: Aquatics, Station Attendants, and Membership Services
- Ensure that all areas are completing assigned tasks and goals. Delegating tasks were appropriate
- Ensure that all staff arrive on time, in uniform, and ready to work. Complete appropriate disciplinary measures when needed
- Responsible for opening and closing the SRC ensuring that the facility is safe and secured
- Oversee the Membership Operations and ensure/verify that all forms and tender are accounted for on each shift
- Serve as the primary contact for any issues that arise in the facility and provide immediate feedback where needed
- Lead liaison for rentals and reservations that occur within Recreation facilities
- Ensure that reservations and rentals have all necessary supplies and are following recreation policies
- Act as proxy for Emergency Situations in the facility and initiate communication and interact with other agencies as needed, such as ISU Police, facilities management, or any other department on campus
- Attend all biweekly in-service trainings for Building Supervisors and other areas of involvement
- Be knowledgeable about all policies/procedures and stand ready to enforce and explain them
- Assist the Graduate Assistant of Operations with hiring and training of Building Supervisors
- Other duties as assigned

Required Skills

- Must obtain/maintain CPR/AED Pro Rescue certification
- Possess excellent interpersonal communication skills
- Have some proficiency in use of computer, in particular Microsoft Office or similar program
- Must be currently employed with Campus Recreation and be in good standing
- Membership Services knowledge

Qualifications

- Must be enrolled in at least (6) credits per semester at Indiana State University
- Maintain at least a 2.75 GPA

Compensation

- \$9.65 per hour