Purpose: To outline the expectations for Facility Operations Outdoor Complex Manager

Scope: Facility Operations Outdoor Complex Manager

Policy OR Procedure

I. RESPONSIBILITIES:
   a. Welcome, greet and provide assistance to all Outdoor Complex patrons by providing accurate information (scheduling, special events, programs, etc.)
   b. Be knowledgeable of all rules and regulations pertaining to the operation of the Rec Sports and Club Sports Complexes, and ensure the safety of those who use our facility through consistent and equitable enforcement of those rules
   c. Act accordingly in an emergency situation and provide the leadership needed to ensure that the victim(s) receive appropriate care
   d. Ensure the safety of patrons at all times and provide first aid if necessary, maintain accurate knowledge of emergency action plans, and alert supervisory personnel in the event of an emergency
   e. Control access to the facility and accurately record attendance to the facilities
   f. Maintain constant surveillance of all Outdoor Complexes
   g. Promote a culture of accountability by informing professional of events that may require discipline “write ups” for further disciplinary action and follow up
   h. Provide a direct link of communication between the Graduate Assistant and/or Program Assistants and the Outdoor Complexes Staff
   i. Perform functions of other employees in their absence or secure additional assistance
   j. Attend all in-service trainings and staff meetings
   k. Ensure that all programs, facilities and equipment in recreational areas are operating in a safe and efficient manner. This includes taking a leadership role in all set-ups, assisting in minor maintenance and repairs, and helping to maintain cleanliness
   l. Supervise and support the efforts of the complexes staff members and provide positive leadership through the demonstration of professional behavior
   m. Assist the Graduate Assistant and/or Program Assistants in the development and/or revision of Staff Manuals, materials, and office documents
   n. Open and Close the complexes
   o. Assist in maintaining the cleanliness of the facilities

II. QUALIFICATIONS:
   a. Current American Red Cross certifications in First Aid/CPR/AED or ability to obtain certification upon hire
   b. Ability to work with others in a team-oriented environment
   c. Strong written and verbal communication skills
   d. Outstanding customer service skills
   e. Task oriented and goal driven
   f. Believe and demonstrate the mission and values of Recreational Sports in daily tasks
   g. Be a member of the Outdoor Complexes Staff for a minimum of one (1) semester
   h. Availability to work a minimum of twelve (12) hours a week
   i. Availability to work open and/or closing shifts as well as weekends

III. APPROXIMATE NUMBER OF STAFF:
   a. 5

IV. SUGGESTED PAY RATE:
   a. $8.40