**Purpose:** To outline the expectations for Facility Operations Managers

**Scope:** Recreational Sports Facilities

**Policy OR Procedure**

I. **RESPONSIBILITIES:**
   a. Serve as a leader and ambassador for the Department of Recreational Sports by demonstrating the mission and values and regular communication of these values to all Facility Operations staff
   b. Welcome, greet and provide assistance to all Ramsey Student Center patrons by providing accurate information (scheduling, special events, programs, etc.)
   c. 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
   d. Maintain constant surveillance of all Ramsey Student Center patrons and facilities
   e. Enforce all departmental policies and be prepared to explain them
   f. Display and maintain a positive approach in interactions, duties, and the management of Facility Operations staff by demonstrating, teaching, and requiring excellence in customer service
   g. Perform regular facility safety and liability walk-throughs and checks to include all Ramsey Student Center rooms (including restrooms), equipment maintenance, risk management, and facility cleanliness
   h. Ensure the Ramsey Student Center facility is opened and closed as scheduled
   i. Conducting hourly facility usage counts for all areas of the Ramsey Student Center
   j. Complete appropriate reports and provide conflict resolution as circumstances arise (medical, incident, theft, lost and found, etc.)
   k. Supervise task completion requirements (point of sale, equipment check out, facility cleaning, preventative maintenance, etc.)
   l. Open, close, and reconcile all registers (point of sale and equipment check out)
   m. Communicate effectively and serve as a liaison to Professional Staff, Graduate Assistants, Program Assistants, Facility Operations Managers, and Facility Operations Staff
   n. Promote a culture of accountability by informing professional and facility staff of events that may require discipline “write ups” for further disciplinary action and follow up
   o. Perform functions of other employees in their absence or secure additional assistance
   p. Assist in interviewing and training newly hired Facility Operations staff
   q. Understand and explain safe and effective use of all cardiovascular and weight training equipment as needed
   r. Attend all in-service trainings and staff meetings
   s. Supervise and /or conduct safe and appropriate equipment set-ups
   t. Other duties as assigned

II. **QUALIFICATIONS:**
   a. Current American Red Cross certification in First Aid/CPR/AED
   b. Current Facility Operations staff member in good standing (no points awarded in the last semester)
   c. Must have worked for the department of Recreational Sports for at least two semesters
   d. Must be able to work for at least one full semester after hire
   e. Demonstrated leadership and customer service ability and initiative
   f. Ability to perform work with a minimum of direction
   g. Strong written and verbal communication skills
III. APPROXIMATE NUMBER OF STAFF:
   a. 35-45

IV. SUGGESTED PAY RATE:
   a. $8.40