Purpose: To outline the expectations for Facility Operations staff

Scope: Facility Operations staff: Strength & Conditioning, Control Access, Equipment Check Out

Policy OR Procedure

I. RESPONSIBILITIES:
   a. Welcome, greet and provide assistance to all Ramsey Student Center patrons by providing accurate information (scheduling, special events, programs, etc.)
   b. Operate Fusion access control system to ensure facility access points are secured
   c. Operate Fusion point of sale system to efficiently conduct the sale of equipment
   d. Understand the daily operations of the Ramsey Student Center
   e. 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
   f. Maintain constant surveillance of all Ramsey Student Center patrons and facilities
   g. 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
   h. Perform functions of other employees in their absence or secure additional assistance (Strength & Conditioning, Control Access, Equipment Check Out)
   i. Understand and explain safe and effective use of all cardiovascular and weight training equipment as needed
   j. Maintain and report deficiencies in facility rental equipment (towels, balls, etc.)
   k. Attend all in-service trainings and staff meetings
   l. Supervise and /or conduct safe and appropriate equipment set-ups

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

III. APPROXIMATE NUMBER OF STAFF:
   a. 95-105

IV. SUGGESTED PAY RATE:
   a. $7.75