



DATE ISSUED: 09/18
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Supervisor, Fitness Facility

JOB SUMMARY

The Supervisor of Fitness Facility reports to the Associate Director of Fitness and Recreation and has primary responsibility for the daily management of customer service and point-of-sale operations at the Fitness and Recreation Center facilities including indoor swimming pool at Texas Woman's University. In addition, the Supervisor of Fitness Facility schedules and handles reservations at the Fitness and Recreation Center. Work is performed under supervision of the Associate Director of Fitness and Recreation and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Director Fitness and Recreation

Supervises: Graduate Assistants and Student Assistants

ESSENTIAL DUTIES - May include, but not limited to the following:

- Directs supervision, training, evaluation, and scheduling of front desk and floor staff at the Fitness and Recreation Center and Pioneer Hall desk.
- Implements comprehensive training programs for staff.
- In conjunction with the Associate Director; implements, and oversees membership policies and procedures at the Fitness and Recreation Center including the indoor pool.
- Responsible for deposits and cash handling at the Fitness and Recreation Center and indoor pool.
- Responsible for the maintenance and upkeep of point-of-sale and building scheduling software.
- Responds to and resolves customer service issues.
- Oversees the recruitment and selection process for front desk staff.

- In conjunction with the Associate Director, implements policies and procedures for areas of responsibility.
- Responsible for scheduling the Fitness and Recreation Center.
- Responsible for managing a budget.
- Maintains and oversees fitness equipment repairs, inventory, and maintenance.
- Provides reporting to Associate Director concerning program participation, usage numbers, concerns, facility maintenance, budgetary information, assessments, and other information as necessary.
- Maintains and updates a policies and procedures manual for the point-of-sale operations.
- Maintains and updates an employee handbook.
- Maintains and updates the facility emergency action plan.
- Coordinates with Conference Services on building rentals.
- Establishes safety policies and procedures for employees under charge.

ADDITIONAL DUTIES

- Maintains activities files and budget records.
- Assists with special events and functions.
- Serves as the department's safety officer.
- Serves as the liaison for Facilities Management and Construction as well as all vendors for the Fitness and Recreation Center.
- Support divisional programs and initiatives.
- Serves on divisional and university committees as needed.
- Performs other duties as requested.

EDUCATION

A bachelor's degree in Kinesiology, Recreational Sports, Sports Management, Leisure Studies, or a related field with a master's degree preferred. CPR/First Aid Instructor preferred. Must be able to obtain preferred certification within six months of hire.

EXPERIENCE

Two years' experience working in a fitness setting is preferred. Experience in a university setting is preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position. This position will work an assigned shift and some evenings and weekends depending upon unit, divisional, and programming needs.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Knowledge of department and emergency action procedures.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively -orally, by phone, in person, and in writing.
- Ability to respond to emergency situations in a timely manner.
- Ability to perform CPR and first aid.
- Ability to use a personal computer and other office equipment, including university related software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

This position will work an assigned shift and some evenings and weekends depending upon unit, divisional, and programming needs. The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is performed indoors and/or outdoors. The noise level is usually moderate to loud.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management.

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Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.