



Campus Recreation

Facility Operations

Facility Assistant Job Description



Position Summary:

The Facility Assistant performs daily facility operations responsibilities to assist the Facility Manager and professional staff members such as, supervising the set-up/teardown of informal recreation activities, reservations and events, complete facility walkthroughs as well as complete headcounts. Facility Assistant position will assist with maintaining a safe and enjoyable facility environment, while serving as the first point of contact for patrons and access control for the facility. Providing excellent customer service and support to patrons by providing conflict resolution, information about Campus Recreation programs, services, and facilities, is also expected of a Facility Assistant. Other duties may be assigned by supervisor.

Position Responsibilities:

- Serve as the first responder for emergencies, including supporting the completion of appropriate documentation and reports as detailed in the Emergency Action Plan
- Assist the Facility Manager with completing daily set-up and teardown of open recreation equipment
- Perform daily tasks including hourly headcounts, door checks and space walkthroughs to support the Facility Manager on duty
- Provide reservation and event management for internal and external events on a rotating schedule:
 - Perform reservation and event set-up/break down/changeover
 - Crowd management
 - Customer service
 - Assist the Facility Manager with enforcement of guidelines and procedures.
 - Maintain facility access control related to event operations
- Monitor and assist patrons with facility access
 - Verify membership through Fusion
 - Assist with any access issues
 - Give access to and document tour groups, approved vendors, and other approved visitors
 - Redemption of guest passes
 - Utilize the PA system for facility and program announcements
- Assist the Facility Manager with providing customer service to all members and guests:
 - Answer questions relating to Campus Recreation programs, services, and facilities
 - Answer phone calls and transfer appropriately as needed
 - Distribute self-guided tour material
 - Administer lost and found procedures
- Maintain thorough knowledge of and monitor proper equipment use
 - Accurately follow directions and diagrams
 - Complete event responsibilities in a timely fashion
- Complete training and regularly utilize the following software programs:
 - Fusion, 25Live, SubItUp, and Connect2
- Promote sportsmanship of members and guests during open recreation activities
- Maintain a strong knowledge of and enforce all guidelines and procedures
- Attend all staff meetings, in-services and trainings
- Be an active representative of Campus Recreation at all times

- All other duties assigned as by the Facility Manager on duty, supervisor and other Campus Recreation professional staff

Qualifications:

- Availability to work flexible hours including mornings, evenings, rotating weekends, holidays and summer if available (minimum of 7 weekday hours or two shifts per week)
- Ability to effectively monitor and communicate to members, guests, and staff
- Punctuality, accuracy and the ability to meet deadlines
- Good oral and written communication skills; strong attention to detail
- Ability to multi-task and think critically
- Proficiency with Microsoft Office Suite
- Must hold current certifications in American Red Cross CPR for the Professional Rescuer and Healthcare Provider/AED and First Aid
- Must complete TU Ladder Safety Program
- Ability to lift 45lbs
- Ability to stand for extended periods of time
- Ability to walk three flights of stairs

Supervisor: Jalen Upshaw, Campus Recreation, Coordinator of Reservations & Events

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