

ASHLAND UNIVERSITY

RECREATION & WELLNESS

Title: Facility Manager

I. Job Summary

The Facility Manager is responsible for the smooth operation of the Recreation Center during all operating hours. The Facility Manager supervises all employees within the facility, leads any special events, provides customer service in situations of conflict or policy enforcement, and other daily operations. As a member of the Recreation and Wellness team, employees should promote and encourage the department's facility, program, and staff.

II. Job Relationship

- A. Responsible to: Director of Recreation and Wellness
- B. Supervised by: Assistant Director of Recreation and Wellness, Facility Operations

III. Responsibilities

- A. Supervision of facility during hours of operation.
- B. Open and secure facilities.
- C. Knowledge of philosophical foundation of Recreation & Wellness and the Rec Center.
- D. Be knowledgeable of all employment operational policies and procedures and enforces with patrons, guests, and staff.
- E. Assist in the supervision of all facility staff by knowing position descriptions and duties required for each area.
- F. Maintain positive public relations and rapport with program participants and facility users.
- G. Serves as the ambassador between Recreation & Wellness and its patrons.
- H. Setup, takedown, and store all equipment as needed, including volleyball, tennis, badminton, wallyball, pickleball, and other special events.
- I. Perform the functions of other employees in their absence or secure additional assistance.
- J. Assist with sales of memberships and passes by cash, check or credit card transactions.
- K. Complete daily facility inspection sheet by inspecting equipment and facilities, as well as additional areas while on rounds.
- L. Perform general maintenance, troubleshooting, and custodial functions.
- M. Utilize CSI software for check-in, point-of-sale, equipment check-out, and printing ID cards for members.
- N. Assist with interviewing and training newly hired employees.
- O. Recognize and reward department staff through nominations of FISH! of the Month as well as Employee of the Month.
- P. Document employees for policy infractions using discipline form and take corrective steps to eliminate policy infractions or ensure area coverage.
- Q. Maintain a clean facility through completing assigned checklist duties and finding extra tasks to complete when checklist is complete.
- R. Attend mandatory staff meetings and staff trainings.
- S. Other duties as assigned.

IV. Risk Management Responsibilities

- A. Enforce departmental policies and procedures to ensure participant safety.
- B. Serve as EAP Coordinator for all emergencies located within the facility; provide assistance to Rec Sport Managers serving as EAP Coordinators for Rec Sports Programs.
- C. Serve as primary responder to all injuries/medical emergencies located within the facility if first employee to arrive on the scene.

V. Position Qualifications

- A. Must have at least 1 year experience working in the AU Recreation Center.
- B. First Aid, CPR, and AED certification must be current at the time of hire.
- C. Demonstrated leadership ability.
- D. Maintain a minimum 2.5 GPA
- E. Must be at least Junior status, according to the University status.
 - a. Exceptions can be made on an as-needed basis based upon age, maturity level, prior experience, or department need.