

ASHLAND UNIVERSITY

RECREATION & WELLNESS

Title: Area Leads

I. Job Summary

Lead positions provide additional responsibilities to an employee of each area that doesn't include manager oversight. These positions fulfill the regular requirements of the position they work, while also taking on responsibilities of new employee training and administrative tasks within the area. These positions seek to enrich students' experience by providing opportunities for ownership and leadership without the requirements of staff supervision and additional hours. Each Lead position has its own unique responsibilities, while some responsibilities will apply to all Leads. A majority of the responsibilities will fall during the employee's regularly scheduled shifts. The responsibilities outlined in the position descriptions still apply to Leads. As a veteran member of the Recreation & Wellness team, Leads should promote and encourage the department's facility, program, and staff.

II. Job Relationship

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

III. General Responsibilities

- A. Lead new employee training for respective area, with assistance from other Managers.
- B. Assist in various responsibilities during August Training Week, including meals, activities, and all-department trainings as needed.
- C. Serve on the department leadership team.
- D. Ensure area staff performs all responsibilities by continually checking area checklists and reviewing completed items for thoroughness.
- E. Update checklists and other forms on a semester basis.
- F. Plan and lead any staff meetings or trainings, as needed.
- G. Assist in the interview process for new employees as needed.
- H. Build rapport with employees in respective areas and assist in problem solving/conflict resolution.
- I. Other duties as assigned.

IV. Area Specific Responsibilities

A. Lead Customer Service Supervisor

- a. Check daily and replenish as needed.
 - i. 5 Free Visit Passes & Temporary Membership Cards
 - ii. Memberships
 - iii. Office supplies (printer paper, scrap paper, pens, tape, staples, trash bags, etc.)
 - iv. Hours sheets
- b. Update/delete information in CS notes as needed.
- c. Check "to-shred" box weekly in the office and shred as needed.
- d. Replace/organize signs used at CS.
- e. Maintain Lost & Found inventory, ensure items are recorded, and keep area organized.
- f. Inspect area & surroundings to create extra cleaning tasks for staff to accomplish each week.
- g. Ensure bike check-out process is running smoothly.
- h. Maintain Microsoft Forms and bookmarks on the CS Check-In computer
- i. Communicate weekly with Assistant Director, Business Operations.

B. Lead Equipment Checkout Supervisor

- a. Check Damaged Equipment bin and replace items as necessary.
- b. Organize and clean the ECO closet, including tools and equipment.
- c. Contact late equipment returns.
- d. Replenish supplies as needed (scrap paper, pens, tape, trash bags, etc.).
- e. Maintain Microsoft Forms and bookmarks on the ECO computer.
- f. Create a radio schedule for the semester, rotating stations/genres each week.
- g. Inspect area & surroundings to create extra cleaning tasks for staff to accomplish each week.

C. Lead Fitness Center Supervisor

- a. Replenish supplies as needed (scrap paper, pens, tape, trash bags, etc.).
- b. Organize & maintain Fitness Center Closet, including cleaning supplies, towels, etc.
- c. Replace equipment as needed, including cleaning supplies, spray bottles, rags, etc.
- d. Inspect area & surroundings to create extra cleaning tasks for staff to accomplish each week.

V. Position Qualifications

- A. Satisfactory or better performance in a minimum of 1 year employment in respective area.
- B. Maintain a minimum 2.0 GPA.