



**Job Title:** Facility Coordinator  
**Department:** Campus Recreation  
**Reports to:** Associate Director, Facilities

**Summary:**

The Coordinator provides oversight and supervision for facility and operational needs of Campus Recreation spaces with focus, attention, and care to the strength & conditioning and cardio fitness areas which includes 6 unique fitness zones and over 140,000 gross square footage of recreational space. A vital component of this position is a demonstrated ability to work autonomously with initiative, critical and creative thinking, as well as a strong commitment to collaboration, student and part-time staff development, and customer service.

**Essential Functions:**

- Responsible for the hiring, training, scheduling, evaluation, and development of 50+ student and non-student staff for Campus Recreation facility spaces (Building Managers and Facility Attendants)
- Coordinates employee orientations, staff meetings, and in-service & professional development training. Develops and maintains employee handbooks
- Assists with the supervision of all Campus Recreation facility spaces (indoor and outdoor), programs, and student & part-time staff
- Coordinates closely with all members of the facility operation team to ensure sound staffing of all positions year-round
- Conducts and leads fitness equipment orientations; demonstrating the appropriate and intended use of equipment
- Manages the operations of the strength & conditioning and cardio fitness areas. Six unique areas in total. Responsible for maintaining the appearance and condition of these areas
- Logs all maintenance concerns that are reported. Follows and reports any safety concerns
- Manages fitness equipment usage tracking, repair, and preventative maintenance keeping detailed records
- Coordinates preventative maintenance and upkeep of fitness equipment internally, with vendors, and third-party contractors
- Maintains university inventory of all fitness equipment and makes recommendations for new purchases
- Champions informal recreation initiatives for the department
- Assists in the development, evaluation, and revision of policies, procedures, and operation protocols to ensure safe and well-managed facilities. Ensures compliance with departmental and university policies, security and risk management requirements
- Develops and implements informal recreation opportunities in and outside of the facility to attract underrepresented and underserved members of the campus community

**Other Functions:**

- Creates a welcoming environment for all members of the campus community is a diversity advocate for under-represented and under-served populations
- Assists with the collection and reporting of evaluation and assessment data (i.e. number of facility users, reservations, and sales data) in support of special projects

- Provides assistance in oversight of operational budget tied into facility, fitness equipment, and staffing expenses. Projects operational needs and monitors spending
- Develops annual goals with appropriate evaluation and assessment metrics to demonstrate progress
- Assists with the coordination and operation of special events programs held in the building, to include tournaments, conferences, receptions, and meetings
- Assists fulfilling duties of Campus Recreation Facility Staff in their absence including: Associate Director, Facilities, Operations Coordinator, and student & part-time staff members
- Demonstrates effective communication and customer service skills with diverse customers from students, faculty, staff, administrators, trustees, and University guests
- Performs other related duties as required.

**Required Knowledge, Skills, Abilities:**

- Bachelor's degree
- 1+ years of professional experience in developing and supervising student and/or part-time employees. Graduate assistantship experience is acceptable
- 1+ years of professional experience working with facility operations, supervising and/or coordinating weight and fitness areas
- Experience developing and delivering both job-specific and professional development training for part-time and student employees
- Demonstrated diversity advocate
- Ability to plan and make decisions independently
- Excellent interpersonal skills, including customer service skills
- Ability to communicate effectively both orally and in writing
- Demonstrated proficiency in use of computers and relevant software applications
- Experience in assessing participant participation and satisfaction
- CPR/AED/First Aid certification or ability to obtain certification
- Ability to lift up to 50 pounds
- Evening and weekend work required, and flexible schedule required
- Is on-call to provide leadership during times facilities and programs are operating
- Position is considered to be essential personnel. Ensures that facilities are operating and staffed including on nights, weekends, holidays, and in the event the University is closed due to inclement weather

**Preferred Education, Knowledge, Skills, Abilities:**

- Master's degree.
- Experience working in a collegiate setting with direct supervision of student staff
- General knowledge of operations tied into the management of a multipurpose facility
- Experience overseeing a diverse staff structure including students and part-time staff
- American Red Cross First Aid/CPR/AED instructor certification
- Working knowledge of Innosoft Fusion, EMS reservation software, and Connect2

**Note:** This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation and the Wake Forest Wellbeing Center seek to recruit and retain a diverse workforce and encourages qualified candidates across all group demographics to apply.***