



Job Title: Operations 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 all aspects of facility operations. The Coordinator and their staff are responsible for creating a hospitable and welcoming environment for all facility users, program participants, and guests. 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 30+ student and non-student staff for Campus Recreation facility spaces (Point of Sale staff, Access Attendants, Event Crew)
- Coordinates employee orientations, staff meetings, and in-service & professional development training. Develops and maintains employee handbooks
- Coordinates the training, scheduling, and supervision of the Event Crew. The Events Crew is responsible for set-up and tear-down (i.e., floor covering, portable staging, folding tables, stacking chairs, etc.) of events held in the Wake Forest Wellbeing Center
- 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
- Manages all operations of the Wake Forest Wellbeing Center Welcome Desk, lobby, living room, and informal spaces throughout the building. Responsible for maintaining the appearance and condition of these areas
- Coordinates other welcome desk operations including but not limited to: program registrations, locker rentals, facility access verifications, and retail sales and inventory
- Assists with fiscal accountability, maintains accurate financial records and prepares bank deposits (i.e. cash, checks, charge card slips, and internet settlements) while adhering to the University policy for cash handling
- 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
- Manages equipment rental program including inventory, purchasing, and tracking
- Maintains and oversees lost and found for Wake Forest Wellbeing Center ensuring policies and procedure of lost and found items is maintained
- Manage locker sales and service including semester locker expirations and clean-out
- Supports marketing efforts related to facility operation including print and digital signage. Maintains information and display boards for designated areas

Other Functions:

- Creates a welcoming environment for all members of the campus community and 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, facility equipment, staffing expenses, and rental revenue and expenses. Projects operational needs and monitors expenditures
- Develops annual goals with appropriate evaluation and assessment metrics to demonstrate progress
- Assists with the coordination, operation, and staffing 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 , Facility 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 in facility operations supervising and/or coordinating customer service-oriented area. Graduate assistant experience is acceptable
- 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
- 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.