



HUMAN RESOURCES

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# FITNESS OPERATIONS MANAGER

POSITION REFERENCE NUMBER: 11004-107

## GENERAL FUNCTION

The Fitness Operations Manager will serve as the front line in all aspects affecting the daily logistical management and operations of the Robert Morris University Recreation and Fitness Center (Scheduled to open in Fall 2017). This position must be committed to the mission, vision, and values of Robert Morris University and the Campus Recreation Department and will be responsible for assuring that the facility is a safe and welcoming place for the entire Robert Morris University community.

The Fitness Operations Manager will be responsible for coordinating the fitness center staff including group fitness instructors and all other service desk personnel in the following areas: recruitment, hiring, training, daily supervision, evaluation, retention, and development.

This position must have the ability to work as a team member and as a team leader and possess outstanding interpersonal communication and organizational skills. The Fitness Operations Manager will be responsible for assisting the Director of Campus Recreation in other areas as assigned.

## RESPONSIBILITIES

- 1. Coordination and Management of Daily Logistical Facility Operations:** Ensure that recreation center student staff and part-time staff are trained, scheduled, supervised, evaluated, and are adhering to all University and departmental policies, procedures and any other matters involving the management of the facility staff. Inform the students and part-time facility staff of daily activities and any special events and instruct them on how best to manage them. Develop, coordinate, and lead training and meetings with student Facility Managers, student service desk staff and part-time staff in the fundamental "best practices" of customer service, conflict resolution, phone etiquette, and emergency response. Act as a liaison between Campus Recreation and all groups that utilize the facility. Assist in the development, coordination, and supervision of all Campus Recreation customer service programs and initiatives. Possess the necessary experience to work with recreation management software and have the expertise and ability to troubleshoot problems and instruct staff on the proper use of this software. Assist Director of Campus Recreation with any and all assessment initiatives including daily, monthly and yearly usage data.
- 2. Service Desk Management:** Schedule and supervise recreation center students and part-time staff on how to use scheduling software. Coordinate and supervise daily equipment and supply check-out programs. Coordinate and supervise membership policies and procedures. Collaborate and support the fitness, special events, family programming, intramural sports, club sports programs and other University and student groups with any facility requests. Work with Director of Campus Recreation in reviewing daily facility usage reports and initiating solutions for current and potential issues. Duties may involve credit card transactions, collection of dues for student clubs and/or handling of cash.



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3. **Group Exercise:** Schedule and supervise approximately ten to twelve group exercise instructors. Assist instructors with marketing of classes and services. Coordinate training and assessment of group exercise instructors. Collaborate with Director of Campus Recreation on reporting of Group Exercise program participants.
4. **Fitness Areas:** Collaborate with fitness center and custodial staff to ensure that all fitness related areas and equipment are being used safely and are also being properly cleaned and maintained. Coordinate the training, supervision and evaluation of the student staff working in the Recreation and Fitness Center with the Director of Campus Recreation. Facilitate and keep detailed records of equipment maintenance, inventory, and related expenditures.
5. **Risk Management and Facility Access:** Hold and maintain a nationally recognized personal training certification, maintain the appropriate certifications and possess the skills and experience necessary to instruct and certify student and professional staff in CPR, First Aid, and AED usage. Coordinate, review, revise, and enforce all facility access control policies and procedures. Assist the Director of Campus Recreation with the coordination of any special facility access requests. Collaborate and assist in the development, coordination, training and implementation of all University and Campus Recreation risk management policies.
6. On occasion may need to drive on behalf of the University.
7. Other duties and responsibilities as assigned.

## MINIMUM QUALIFICATIONS

Required Qualifications:

1. Bachelor's degree and appropriate personal training certification with a major in exercise science, recreation, sport management or related field of study.
2. One to two years of professional hands on experience in the field of collegiate recreation and/or fitness center management.
3. Valid driver's license.
4. Ability to serve as the front line contact, lead in the recruitment, hiring, training, supervision, development and evaluation of student and part-time staff.
5. Excellent organization and communication skills.
6. Excellent ability to lead and work in a team atmosphere.
7. Experience working with recreation management software is preferred.
8. Possess a current CPR, AED, and First Aid certification.



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Preferred Qualifications:

1. Group fitness certification with the ability to teach multiple types of group fitness classes.
2. Master's Degree in a related discipline.

## OTHER INFORMATION

Exemption Status: **Exempt**

Post Date: **June 30, 2017**

## HOW TO APPLY

Submit a letter of interest and an attached resume to [jobs@rmu.edu](mailto:jobs@rmu.edu). To ensure proper processing, applicants must use the following subject line format:

**First Name Last Name – Position Reference Number**

**Example: Bob Morris - 123456**

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