



HUMAN RESOURCES

GREAT JOBS, GREAT LIVES™

SERVICE DESK SUPERVISOR (PART-TIME)

2 POSITIONS

POSITION REFERENCE NUMBER: 11005-108

GENERAL FUNCTION

The position of Service Desk Supervisor involves working closely with the Fitness Center Operations Manager and Director of Campus Recreation to manage a comprehensive recreation program and multiple facilities. This position will monitor and motivate staff members in accordance with facility policies and procedures.

RESPONSIBILITIES

1. Delegating tasks such as cleaning, running errands and working on projects.
2. Assist with scheduling and communication of shift responsibilities to student employees.
3. Participating in performance evaluations.
4. Resolving employee and customer complaints, concerns and conflicts.
5. Assisting management team with maintaining facility goals.
6. Provide administrative support to the management team. Duties may involve credit card transactions, collection of dues for student clubs and/or handling of cash.
7. Ensuring general safety of daily operations.
8. Assist with recreation programming, including, but not limited to group fitness classes.
9. Daily membership and registration assistance.
10. Enforcing adherence to break/lunch requirements and current policies and guidelines.
11. Warning employees for non-compliance of policies/procedures or deviant behavior.
12. Mentor and provide staff with training and professional development.
13. Coordinate special events.
14. On occasion may need to drive on behalf of the University.
15. Other duties and responsibilities as assigned.

MINIMUM QUALIFICATIONS

1. Current American Red Cross CPR/AED and First Aid certification.
2. Demonstrate an appreciation and knowledge of various sport and recreation activities.
3. Valid driver's license.
4. Independent decision making skills to provide constant surveillance of patrons in the facility; act immediately and appropriately to secure safety of patrons in the event of an emergency.
5. Responsibility to enforce all policies and procedures.
6. The ability to provide detail oriented inspections of the facility and equipment and report unsafe conditions or equipment to the Fitness Center Operations Manager.
7. A willingness to perform various maintenance duties as directed to maintain a clean and safe facility.



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8. Early morning, evening and/or weekend availability; flexible scheduling and break availability to supervise opening/closing of the Recreation and Fitness Center.

OTHER INFORMATION

Exemption Status: **Non-Exempt**

Post Date: **June 30, 2017**

HOW TO APPLY

Submit a letter of interest and an attached resume to 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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