Operations Supervisor Job Description

Campus Recreation and Wellness consists of three program areas: Facilities, Marketing and Special Events, and Competitive Sports. There are three types of Positions: Entry Level, Supervisor and Manager. Consideration for employment is based on the review of a resume, interview and may vary based upon position and program area.

Program Area: Facilities
Supervisor: Director of Student Center and Recreation Programs
Pay Rate: $11.25 starting pay rate

Supervisor Position Description:
Supervisors are responsible for the overall supervision of their program areas that include supervising specific programs, the facility, and/or entry-level staff. This position requires critical thinking skills and the ability to work independently. Supervisors must work constructively and collaborate with other CRW program areas. Supervisors are expected to maintain an awareness of potential problems while creating a warm and welcoming atmosphere in their particular program area.

Supervisor Requirements:
• Must have served as a Student Ambassador or facility attendant for at least one semester.
  o Exceptions for this requirement are at the discretion of the Director of Student Center and Recreation Programs.
• Complete thorough training of the CRW back office duties and responsibilities.

Specific Responsibilities:
• Daily Tasks
  o Provide guidance to Student Ambassador or Facility Attendants.
  o Conduct all opening and closing procedures.
  o Walk the supervised area on 30 minute increments.
  o Accurately report and appropriately document accidents, injuries, and incidents.
  o Complete and submit all necessary shift paperwork in the required time frame.
  o Observe surroundings at all times. Report suspicious behavior to UB Police and supervisor.
  o Other duties as assigned by the Director of Student Center and Recreation Programs.
• Work locations include the following: Recreation Center (RC), Student Center (SC), Learning Commons (LC), and Academic Center (AC).
• Be knowledgeable and well versed in the duties of Student Ambassador /Facility Attendants and CRW office staff.
  o Have a general knowledge and enforce all CRW regulations and policies.
  o Assist other CRW employees in carrying out CRW regulations and policies.
  o CPR Certified (Recommended)
• Be appropriately dressed and provide quality customer service at all times
• Keep all supervised areas and immediate work areas clean and orderly. Maintain appearance and overall environment of all facilities by completing daily tasks.
• Notify maintenance and housekeeping as needed to resolve building issues.
• Be an active representative of the University of Baltimore at all times. Give feedback and suggestions with appropriate justification when necessary.
• Promote all functions and events sponsored by CRW and Student Affairs.
  o Communicate with CRW staff in different program areas involving the Recreation Center.
• Attend all meetings assigned by the Graduate Assistant or Director of Student Center and Recreation Programs.
• Log lost and found items.
  ○ Turn in valuables such as phones, purse, and wallets to the UB Police.
• Provide program and event assistance by answering questions and guiding participants to the appropriate.
• Follow university guidelines and UB Police instructions during campus wide emergencies.
• Communicate any problem, customer concerns or suggestions to the Director of Student Center and Recreation Programs.