

Operations Assistant - Position Description

The Operations Recreation Assistant position was created to assist with supervision and maintenance of the Recreation Center by enforcing area policies and performing routine and non-routine tasks.

Responsibilities

- Provide great customer service and **effectively communicate** with staff and participants;
- Ensure safety of participants by **inspecting** the facility, **analyzing** issues, and reporting unsafe conditions to Facility Manager;
- **Clearly articulate** and enforce Recreation Center use policies and procedures;
- Act as a greeter at Entrance Areas; **clearly articulate** routine information to participants as needed;
- **Apply training** when operating point-of-sale terminal and performing membership and locker room sales;
- **Inspect**, issue, and store equipment and supplies; report defective equipment to Facility Manager;
- **Work with others** to perform facility and equipment set-ups and tear downs;
- **Take initiative** to perform basic custodial maintenance of building;
- **Take initiative** to wash, dry, and fold towels, club and intramural sports jerseys;
- **Resolve conflicts**, disputes, and minor problems as they arise;
- **Work with others** when conducting emergency evacuations;
- **Enhance group effectiveness** by performing other duties as assigned.

Staff Standards

- Role model appropriate behavior at all times, including on-line communities;
- Attend all staff meetings and educational trainings;
- Maintain regular and frequent communication with Supervisor(s), Manager(s) and professional staff.

Personal/Paraprofessional Development & Departmental Responsibilities

- Attend all meetings and trainings on time, including August staff development, January staff development, etc. Upcoming dates are:

Spring All-Staff Training:

Thursday, January 6, 2017-Friday, January 7, 2017. Hosted 8am-5pm each day.

- Balance time commitments;
- Recognize limitations and work to improve;
- Be receptive to paraprofessional and personal development;
- Challenge yourself to achieve higher levels of awareness of people's perceptions, maintaining appropriate sensitivity and awareness of cultural norms, diversity, and diversity education.

Minimum Qualifications

- Must be currently enrolled at UTSA with a minimum overall GPA of 2.0;
- Must pass State of Texas criminal background check;
- First Aid, Adult CPR and AED certifications obtained within expected time-frame;
- Knowledge of recreation activities and equipment;
- UTSA employee compliance trainings and any additional program area certification/training completed within expected time-frame.

Working Conditions

- Maximum of 19 hours worked per week (average 15);
- Work will take place on the Main Campus in the Recreation Center;
- Work shifts include morning, afternoon, evening and weekend hours. Some required holiday hours.

Compensation

- Starting pay: \$10.00/hour