



JR16859 Coordinator, Frontline Operations

**University of British Columbia
Athletics and Recreation
Full Time | Vancouver Campus**

Job Summary

This position is responsible for the front-line management of facility operations and student staff across 4 recreation facilities including the Student Recreation Centre (SRC), Recreation Centre North (REC North) the ARC and Ponderosa Commons studio. The newest addition to these facilities, REC North is a new building which houses state-of-the-art equipment and recreational opportunities including three full gymnasiums, 24,000 sq ft Fitness Centre, strength and cardio equipment, functional training, multipurpose spaces, 3 lane running track and more. This is a larger, more active student recreational facility which in addition to fitness and recreation programming, will facilitate drop in programs, Kinesiology academic classes, Varsity practices, external and student group bookings.

This individual's responsibilities include leading on the management of Student Operations & Facility student-staff including recruitment, hiring, training, scheduling, issue resolution and evaluation, overseeing the implementation of standard operating procedures, policy enforcement, cash handling and reconciliation, reporting, POS sales and coordinating all small sport and peripheral fitness equipment. The incumbent should expect to be at their desk only 75% of the time; the shifts for this position will vary depending on season and facility requirements, however the shifts are primarily afternoon/evenings. The position work week will primarily be Tuesday to Saturday or Sunday to Thursday and will be on-site.

Organizational Status

Athletics & Recreation (A&R) is a department within the VP Students portfolio, with a strong focus on creating an exceptional UBC student experience. The A&R Department has a team of approximately 125 employees and is led by a strong cross-unit management team. It services over 60,000 students through recreational programming, 26 varsity teams, and 13 competitive clubs along with thousands of members of the UBC community.

Work Performed

Staff Management

- Provides front-line management and leads on recruitment, hiring, training and evaluation of the Front desk and Facility student-staff who act as information officers, cashiers, facility staff and sales associates.
- Obtains Work Learn positions via Career Services. Delivers on all requirements of work learn positions.
- Responsible for leading on the onboarding, offboarding training and procedures and submits payroll. Ensures student staff have access to appropriate IT, security and operational resources.
- Develops and implements standard operating procedures and work methods, ensuring consistent, high-quality standards.
- Mentors student staff and enhances professional development opportunities.
- Develops and administers senior student team lead structure.





- Plans, develops, and monitors work schedules to ensure efficient utilization of personnel through use of scheduling software for scheduling internal staff.
- Coordinates student staff team meetings.
- Creates and promotes a positive, learning and collaborative team student staff culture.
- Develops and updates manuals/online resources in the training of both student and other Full-Time Staff - including a Point of Sale manual, Xplor Recreation standards, and a facility supervision manual.

Facility Operations

- Manages the Student Recreation Centre (SRC), REC North, ARC and Ponderosa Studio front desk and facility operations.
- Oversees the upkeep and maintenance of hardware at desks including POS devices, scanners, gates and liaises with IT as issues arise.
- Implements all aspects of the customer service plan and is responsible for the administration of the registration system.
- Manages the day-to-day sales of POS items and inventory. Analyzes the trends in product demand and orders retail product accordingly for the Operations Centre.
- Oversees hourly locker use and long-term locker sales.
- Approves refunds, ensuring that all approvals and rejections are based on established policies and procedures.
- Oversees all cash handling including cash outs, petty cash, and deposits.
- Ensures that all payment processing takes place in a secure environment and that clear and effective cash handling procedures are in place and strictly followed.
- Works with program and facility staff to ensure upkeep, replacement and purchase of all consumable sport supplies and small equipment across the 4 recreation facilities. Liaises with facility and equipment staff for capital equipment needs.

General Responsibilities

- In collaboration with the Senior Manager – Fitness and Recreation Services develops, implements, monitors, and evaluates departmental policies and procedures.
- Plays an active role in furthering A&R's vision and values through facility and staffing initiatives.
- Maintains fiscal accountability, prepares budgets, and reconciles all assigned accounts on a monthly basis.
- Attends meetings, staff training retreats and completes other tasks and duties as necessary.
- Other duties as required or assigned

Consequence of Error/Judgement

This position is vitally important to the daily operation of one of the most heavily used student facilities on campus. A standard of customer service is vital to ensuring customer satisfaction. Additionally, this person is heavily involved in the cash handling and accounting of all sales that are transacted by this program. This person will be responsible for the hiring and supervision of the retail associates who are dealing with large sales volumes on a daily basis. Their judgment of character and ability to assess the work of others is paramount in ensuring that this program remains sustainable. If any part or portion of this person's duties is neglected, severe consequences will be felt not only by the program itself, but potentially, also by participants and patrons of the facility. The improper execution of details associated with the management of the recreation facilities could result in a tarnished program and university image.





Supervision Received

The Senior Manager – Fitness and Recreation Services provides guidance and direction to the position, but the execution and decision making of the responsibilities are solely that of the Coordinator, Frontline Operations. Due to the magnitude of the program, staff are empowered to execute their responsibilities and work independently.

Supervision Given

Responsible for recruiting, interviewing, selecting, training, supervising, and evaluating the Front desk and Facility student staff.

Minimum Qualifications

- Undergraduate degree in a relevant discipline.
- Minimum of two years of related experience, or the equivalent combination of education and experience.
- Willingness to respect diverse perspectives, including perspectives in conflict with one's own
- Demonstrates a commitment to enhancing one's own awareness, knowledge, and skills related to equity, diversity, and inclusion

Preferred Qualifications

- Experience in a recreation setting with an emphasis on program, operations and facility management.
- Previous supervisory experience with part time staff or student employee management and retail management also strongly preferred.
- Previous experience developing and delivering staff training is required.
- Working experience with Xplor Recreation software preferred.
- Demonstrated self-starter.
- Strong customer service orientation and skills are required.
- Strong financial, organizational, and time management skills required.
- Ability to work well as a member of a team and as a leader of a team in a diverse and collegial environment.
- Excellent oral and written communication, interpersonal and conflict resolution skills required.
- Ability to exercise sound judgment, multi-task, prioritize and work effectively under pressure to meet deadlines.
- Must possess a full Class 5 driver's license.
- Strong computers skills essential including working knowledge of Microsoft Office Suite.
- Able to lift or move heavy objects of approximately 50lbs

How to Apply

Please submit your application through the [UBC Careers page](#).

Posting End Date: 11:59pm on May 5, 2024

