

# Campus Recreation (CR)

## Operations and Member Services

### Overview

Campus Recreation is a department within the Division of Student Development that provides growth opportunities and educational experiences that enrich the lifelong learning process of the University of Dayton Community. We are seeking a self-motivated, enthusiastic and proactively growing professional to assist with the administration of the Member Services and Operations components for the department. The successful candidate will be responsible for actively engaging, through a variety of initiatives, members of our University community to maintain high levels of involvement in Campus Recreation. The position is part time (20 hours per week / 9 months) and is supervised by the Assistant Director, Facility and Member Services. The individual will also have opportunities to engage in departmental committees and projects such that a holistic Campus Recreation experience is gained.

### Responsibilities

The Campus Recreation Operations and Member Services GA will assist in the organization, facilitation and management of the department's comprehensive efforts to encourage participation and engagement in UDCR services from all segments of the University community. Specific duties include, but are not limited to:

- Maintaining thorough knowledge and overseeing the operation of recreational management software (Fusion)
- Assisting in the hiring, training, scheduling, and supervising of a student staff of 45 undergraduate students
- Providing direct supervision to two lead supervisors (student staff)
- Communicating with UDCR members on all aspects of membership and usage policies
- Acting as primary liaison between associate director, operations and administration and student staff with small event set up and logistics
- Creating, updating, and maintaining operational manuals for department staff related to POS, customer service, communication skills, cash handling, Rec software proficiency and general departmental knowledge in alignment with industry standards
- Contributing to an innovative curriculum of student staff in-services that support and challenging students to a high standard of service.
- Assisting with membership management through the creation and procurement of reports
- Assisting with the compilation of daily, weekly, monthly, and yearly user data
- Creating and facilitating creative member programs to engage and extend the member base
- Researching and promoting member opportunities to underserved and perspective markets (includes outreach and presentations)
- Having knowledge of and providing information to all department facilities, programs, and services
- Contributing to the ongoing development and facilitation of the department's comprehensive risk management plan
- Participating in staff meetings and staff development activities
- Providing instruction for American Red Cross CPR / AED / First Aid for the professional rescuer
- Overseeing locker rental and turnover process.

### Qualifications

- Required bachelor's degree with preference to those with coursework in a service-related field, experience in university recreation, experience in Facility Operations or Member Services
- Must be accepted into the College Student Personnel or Higher Education Administration master's program
- Strong written and verbal communication skills
- Demonstrated experience in leading groups in classroom and seminar settings
- Ability to grasp and operate modern software programs

- Integrity, dependability, sound judgment, teambuilding and resourcefulness to establish and maintain collaborative, positive and effective working relationships with multiple and diverse constituency groups
- A willingness to work on a flexible basis, as programs and events are often in the evenings and on weekends Ability to thrive in a fast-paced, diverse student service environment, while possessing exceptional passion and energy for working in this setting
- Exhibit positive attitude
- Be a self-starter, with the ability to instill the same values in others.

#### **Remuneration**

- Competitive stipend
- Tuition remission – Up to 24 credit hours, not to exceed \$13,715/academic year
- Healthcare: Offered enrollment in University of Dayton health care plan as applicable to Graduate Assistants

#### **For more information, contact:**

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