

Supervisor in Training (SIT)

Assist the building supervisor in providing quality service and assistance to patrons and employees. The supervisor in training position was developed as a training experience for potential building supervisors. Excellent performance may lead to a promotion.

Pay Rate: Begins at \$10.56

DUTIES

- Work with a supervisor during 3 opening shifts, 2 mid-day shifts, and 3 closing shifts. Upon completion, the supervisor in training is now expected to be ready to sub any supervisor shifts.
- Lead interviews with professional staff and graduate assistants to understand their work duties.
- Become knowledgeable and confident about the topics on the supervisor in training checklist.
- Assist the supervisor with completing participation count sheets, facility safety check, facility disturbances, and activity set-ups.
- Give breaks to building employees when necessary in all major work areas
- Know and practice policies as stated in the Student Employees Handbook
- Supervisor or professional staff may assign other duties

SUPERVISION RECEIVED

Supervision is received from Assistant Director and building supervisor.

QUALIFICATIONS

- Experience in all job positions in the facility is preferred
- Extensive knowledge of building policies and procedures
- Excellent interpersonal communication skills
- Ability to perform tasks accurately and expediently with a customer service attitude
- Certification in Adult CPR and First Aid is recommended

- Act as a liaison between patrons and the department
- Attend all posted mandatory training and staff meetings
- Honor contracted schedule of hours by adhering to all attendance policies, as stated in the REC/IM Student Employee Handbook. It is the responsibility of the individual to find a substitute to cover a shift that he/she/they cannot work
- Responsible for information in Front Counter Training Manual, Membership Handbook, and Student Employee Handbook
- Assist the professional staff with special projects and assignments as needed
- Report to work 5 minutes prior to shift changes, to receive special instructions
- Agree to stay off personal cell phones and other electronics while on duty
- Assist the building supervisor in providing quality service and assistance to patrons and employees
- Attend exit interviews with all professional staff to learn more about their duties

SUPERVISION RECEIVED

Supervision is received from the Assistant Director and Graduate Assistant

QUALIFICATIONS

- Thorough understanding of Fusion and its processes is required
- Previous customer service experience is required
- Extensive knowledge of building policies and procedures is required
- Ability to handle any situation in a relaxed yet professional manner is required
- Ability to perform tasks accurately and expediently with a customer service attitude is encouraged
- Certification in Adult CPR, First Aid, and AED or ability to obtain one during the SIT process is required