Student Manager

**Position Description:** The Student Manager is responsible for opening and closing the facility each day. They will independently complete opening duties and ensure that the building opens efficiently and on time.

This position, along with help from the Facility Supervisor, will be responsible for checking appropriate e-mail and calendar requests to ensure event set ups and break downs are completed; assisting UREC members with accidents, injuries, and incidents as needed; as well as assisting in the resolve of conflict with UREC members; upholding UREC policies and procedures while conducting regular building checks; monitoring hallways and activities; and assisting in ensuring staff coverage for various UREC student staff positions.

With the help of Facility Supervisor on weekdays, the Student Manager will record, as directed, UREC participant usage information; post daily facility schedules and informational signs; remove expired signage; notify the assistant director of any maintenance issues in the facility; and lead HPER building tours for prospective students and the campus community.

This position will also assist with checking pool chemistry (pH & chlorine levels) each day and log information into the pool report log at the assigned times as directed, and be responsible for collecting loose linens, towels, and unattended belongings throughout the facility.  Other duties as assigned.

**Specific Responsibilities:**

* Independently open and close the HPER building
* Provide quality customer service to UREC patrons, HHPR Faculty, and UREC Staff in a variety of methods including providing equipment, information, laundry services, and reservations
* Provide accurate information to UREC patrons
* Resolve any conflicts between staff, members, and non-members
* Serve as a direct point of contact and communication link during the emergency action plan and during all accidents, incidents, and situations that require security
* Oversight of equipment and laundry policies and procedures
* Assist with external event equipment requests and special event equipment orders for UREC programs
* Manage all student staffing working within UREC facilities
* Manage accident and incidents occurring within UREC facilities
* Assist and report any patron, personnel, or building issues at HPER or UREC FC during shifts

**Minimum Qualifications:**

* Current University of Arkansas student
* Must possess Adult & Pediatric First Aid, CPR, and AED certification or be able to obtain certification within 40 days of hire (UREC will provide a certification opportunity, if needed)
* Employment at University Recreation for at least 6 months

**Required License(s), Certification(s), & Background Checks:**

* Adult & Pediatric First Aid, CPR, and AED certification or be able to obtain certification within 40 days of hire (UREC will provide a certification opportunity, if needed)
* Required criminal background check
* Required sex offender registry check

**Preferred Qualifications:**

* Experience working in the Department of University Recreation
* Experience using InnoSoft Fusion software
* Experience working with sport equipment and/or inventory systems
* At least one year of customer service experience
* At least one year of sales experience

**Physical Activities Associated with this Position:**

The following physical activities are associated with the position and will be performed with or without an accommodation. All individuals are encouraged to apply.

* Hearing, reaching, standing, talking, walking- Constantly
* Crouching, grasping, kneeling, lifting, manipulating items with fingers, pulling, pushing, repetitive motion, stooping- Frequently
* Balancing, climbing, crawling, driving, handling of sharp tools, sitting- Occasionally
* Lifting of heavy or awkward objects
* Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

**Visual Acuity:**

* Employee is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, general laborer, lab personnel, etc.) or to make general observations of facilities or structures (i.e., security guard)

**Skills Obtained:**

* Creative thinking
* Obtaining and processing important information
* Strong work ethic
* Conflict management
* Customer service
* Planning, organizing, prioritizing
* Responsibility, dependability, accountability
* Interpersonal skills
* Flexibility/adaptability
* Analytical skills
* Initiative
* Leadership
* Verbal communication
* Written communication
* Teamwork/collaboration
* Critical thinking/Problem solving

**Work Schedule & Compensation:**

* 10-20 hours per week; variable schedule that may include morning, or evening shifts; $12.00/hour

**Supervision:** This position is supervised by the Assistant Director - Facilities in UREC.

**Application Process:** Applicants are accepted into the Student Manager position through an on-going process, as needed.