

Description

The Lake Wauburg Operations Program Assistant assists in overseeing, training, and scheduling Lifeguards, Waterfront Supervisors, and Outdoor Recreation Associates. They are the leadership link between department programs, services, facilities, and professional staff and are expected to foster an environment of teamwork and collaboration among all student staff and programs. Program Assistants have a high level of responsibility to ensure that all programs and facilities are operated according to risk management standards, unit specific policies, guidelines and expectations and uphold the RecSports Mission, Vision and Values.

RecSports Team Member Responsibilities

- Develop professional relationships with co-workers, participants and guests.
- Uphold and exceed the expectations of the Cornerstones of RecSports Service: accountability, anticipating needs, attitude, and atmosphere.
- Demonstrate a desire to learn and apply knowledge as a RecSports ambassador.
- Take ownership of RecSports facilities and programs by exhibiting a responsible work ethic
- Promote and maintain cleanliness and appearance within and surrounding RecSports facilities.
- Enforce RecSports policies and procedures to promote participant safety and satisfaction.
- Respond to all emergency situations and adhere to established protocol including pre- and post-incident procedures.
- All RecSports employees are expected to abide by the RecSports Student Staff Code of Conduct that clarifies shared expectations and standards in effort to best serve our patrons, develop each team member, and prepare student employees for future career endeavors.

Hourly Pay

- \$13.90 per hour

Unit Specific Job Responsibilities

- Supervise and serve as a role model for Recreational Sports student staff.
- Assist in providing leadership and management of the Lake Wauburg Operations Team; serve on the Outdoor Recreation leadership team.
- Assist with managing and implementing the administrative service efforts of Lake Wauburg Operations
- Assist in the recruiting, hiring, onboarding, training, supervision, scheduling, coaching and evaluation of 30+ Outdoor Recreation Associates, Lifeguards and Supervisors
- Create, maintain and implement staff resource handbook, standard operating procedures, task lists, and special projects.
- Conduct in-service trainings, continuing education, and monthly meetings for student staff as directed by the professional staff; train staff in the operations of Cypress Lodge including technology, guest service, and facility set-up, break-down and cleanliness.
- Assist in maintaining personnel files for all Lake Wauburg Operations staff; track required certifications, training records and skills testing for operations student staff and park guests.
- Perform on-going inspections of facilities and equipment for risk management and policy adherence; work with the professional staff to determine equipment need and replacement.
- Review and assist in taking action on the Recreation Manager daily shift reports; and assist in the development and communication of policy, procedure, and employee related documents.
- Support the Recreational Sports and Outdoor Recreation Leadership team; assist in team training day, Program Assistant training, Outdoor Recreation trainings.
- Review all daily shift reports; update and maintain participation counts; inventory and track all equipment; restock supplies.
- Provide communication channels between professional staff, outdoor leadership team, Recreation Managers and Operations staff.
- Maintain a thorough understanding of all policies and procedures.
- Be available to receive phone calls and answer questions from student staff outside of office hours.

- Other duties as assigned.

Requirements/Qualifications

- The following certification are required but may be obtained within the first 30 days of employment.
 - AED, First Aid, and CPR for the Professional Rescuer certification or Lifeguard Certification
 - Florida Boater Safety Card
- Must have a valid driver's license.
- Lifeguard certification preferred.
- Lifeguard Instructor certification preferred.
- Knowledge of methods, materials and equipment used in a waterfront, lake and park setting.
- Demonstrated communication, organizational, and leadership skills.
- Commitment to customer service and effective interpersonal communication skills
- Proficient training and teaching skills
- Required to work a minimum of 15 hours per week, including weekends, breaks, holidays and nights.
- Attend regular one-on-one meetings and all-staff meetings.
- Good standing within the University of Florida and the Department of Recreational Sports. Please note, each candidate's status within the RecSports Student Staff Code of Conduct will be considered when reviewing applications.