

### Description

The Program Assistant (PA) plays an integral role on the Operations leadership team and serves as a leader and role model to our Operations Associates and Supervisors. The PA leads and supports many elements of the Operations program area including staff hiring, training, ongoing development, and supervision. In collaboration with the Assistant Directors and Coordinators for Operations, the Program Assistant greatly contributes to the development of student staff through monthly meetings, regular trainings, and by creating community with over 150 student employees who work in Operations.

### 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 Rate

\$13 per hour

### Unit Specific Job Responsibilities

The Operations Program Assistant is responsible for helping to enhance the Operations student staff experience, manage the operations of our facilities, and direct the RecSports equipment check out and lost and found processes. This position reports to the Operations Assistant Director and works closely with the Operations Leadership Team. Some of the regular responsibilities of the Operations Program Assistant are:

- Select, train, schedule, supervise and evaluate Operations Associates and Operations Supervisors.
- Frequently walk the facilities to ensure student staff are delivering adequate customer service and performing inspections for safety and policy adherence.
- Conduct new employee trainings for student staff in collaboration with Coordinator & Assistant Director.
- Review daily shift reports, update and maintain resources at all facilities, and manage equipment inventory.
- Be available to receive phone calls and answer questions for student staff outside of office hours
- Consult on facility salary budget and sports equipment budget (\$15,000)
- Attend weekly Operations Leadership Team meetings
- Advise the Team Leads and manage the Operations Incentive Program
- Other duties as assigned

### Qualifications

- First Aid, CPR, AED certification or ability to attain it within first week of employment
- Demonstrated communication, organizational, and leadership skills
- Demonstrated ability to lead teams, instill accountability, teach, and inspire staff peers.
- Interest in recreation, fitness, and campus involvement
- Able to work 15-25 hours a week based on workload
- Complete and maintain UF online certifications in GET803, OOC101, PRV802, ITT102, GET811

- 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.