

Campus Recreation – Operations Assistant - Boca

Department: FAU Campus Recreation

Campus: Boca Raton

Position Title: Operations Assistant

Hours Per Week: Varies

Classification: Undergraduate or Graduate

Brief Description:

The Operations Assistant serves as the front-line customer service staff member at the Recreation and Fitness Center. Operations Assistants are responsible for providing accurate information about our programs services and facilities, educating patrons on policies and procedures and ensuring safe and proper use of fitness equipment. This position helps Campus Recreation manage risk by providing a clean and safe environment to 13,000 square feet of fitness space, enforcing facility access policies, and ensuring patron compliance with rules and regulations. Your role is to create positive, proactive engagement with every opportunity.

Key Accountabilities:

- Answer patron's questions by phone and in person
- Maintain a clean and safe fitness environment
- Educate and enforce policies and procedures
- Ensure safe and intended use of fitness equipment
- Report and communicate facility equipment issues and patron concerns
- Maintain controlled facility access
- Maintain equipment for checkout, group fitness enrollment, and towel services
- Other duties as assigned

Requirements:

- Current FAU student and enrolled in at least 6 credits per semester
- Currently have a GPA of 2.5 or greater
- Authorized to work in the United States
- Obtain CPR/AED and First Aid within 3 months of employment
- Be able to lift 50 pounds or more

What You Will Do and Learn:

- ✓ **Communication Skills:** Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization
 - Exemplify effective verbal and written communication through proper phone and email etiquette
 - Greet Campus Recreation visitors and patrons
 - Follow up messages and reporting

- ✓ **Work Ethic & Professionalism:** Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image.
 - Providing accurate information about our programs services and facilities, educating patrons on policies and procedures, and ensuring safe and proper use of fitness equipment
 - Prioritize tasks with a focus on customer service
 - Attend a 1-hour Bystander Intervention Training (Part of the Student Affairs Core Training Program)
 - Attend a 1-hour Title IX for Student Employees Training (Part of the Student Affairs Core Training Program)
- ✓ **Teamwork/Collaboration Skills:** Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.
 - Interact with a diverse campus community and outside FAU community members
 - Effective verbal communication with coworkers
- ✓ **Critical Thinking/Problem Solving Skills:** Exercise sound reasoning to analyze issues, make decisions, and overcome problems.
 - Assist with student, faculty, staff, employer, and community member questions with a courteous and professional demeanor by utilizing knowledge of the department and the university
- ✓ **Digital Technology Skills:** Select and use appropriate technology to accomplish a given task. The individual is also able to apply computing skills to solve problems.
 - Utilize computer software such as: Microsoft Office and Innosoft Fusion