

**Position Title:** Operations Lead

**Status:** Student Part-time/Non-exempt (Student Assistant II)

**Location:** California State University East Bay, Hayward, CA

**Reports To:** Operations Coordinator, University Union/Recreation and Wellness

**Lead:** Student Assistant Coordinator, Operations

### **Position Description**

Under the direction of the Operations Coordinator and/or the Associate Director, University Unions (UU) and Recreation and Wellness (RAW), the Operations Lead delivers exceptional customer service while assisting in the daily execution of facility operations of the Original and New University Union Buildings, and the Recreation and Wellness Center. The Operations Lead acts as a frontline point of contact and resource, assisting with the delivery of all programs and services. The Operations Lead supports the department by monitoring the safety of staff and users while frequently engaging in policy clarification and enforcement.

Additionally, the Operations Lead;

- Engages in student professional development through the enhancement of the *Do Well-Being You* (U) Principles of Leadership Model including problem solving, communication, teamwork, and a commitment to the member experience;
- Assists with creating a culture of sustainability for the department and campus community by helping to fashion a more just, humane, and sustainable world;
- Upholds policies, procedures, and environmental strategies to minimize risk and enhance the general safety of users and employees.

### **Essential Duties and Responsibilities**

Customer Service and User Experience

- Provide up-to-date information to staff, as well as users and guests, on all issues related to building operations, events and reservations, class and court schedules, policies, programs, and services.
- Greet users entering the buildings, determine nature and purpose of visit, check them in (if applicable) and/or direct or escort them to specific destinations (as needed).
- Exhibit front end knowledge of Fusion membership software, including point of sale transactions and equipment check out processes; troubleshoot when member access or software issues arise.
- Facilitate efficient sign-ups for RAW memberships, making sure user needs are being addressed.
- Assist users in registering for programs by performing a variety of transactions to maintain member records, and accurate program registration.

### **Facility Management and Operations**

- Responsible for opening and closing the facilities safely and securely.
- Assist with the delivery of programs and events requiring setup and teardown.
  1. Prioritize tasks and complete assigned setups/breakdowns in a timely manner.
  2. Responsible for setting up reserved spaces based on approved reservation/event requests.
  3. Assist with event/reservation setup including audiovisual equipment, catering and supply management.

4. Responsible for breaking down rooms and spaces upon completion of all approved events.
5. Provide general support for programs and events.
  - Engage in sanitization/infection control schedule and track compliance of policy.
  - Promote facility cleanliness and ensure that facilities are presentable to users and guests.
  - Complete building walkthroughs, rounds and hourly participant head counts, towel runs, logging of lost and found items, tours, and other daily routine shift operations.
  - Report all maintenance/custodial issues accordingly so that they can be fixed/cleaned in a timely manner.
  - Working in tandem with Event Support Staff, to track University Union and RAW supplies (tables, chairs, equipment, etc.) as needed. Report broken/missing items to your supervisor or designee as necessary.
  - Respond to user inquiries and needs while on the clock. Cell phone/radios will be provided in order to communicate effectively with peers on shift and guests/users.

### **Facility and Staff Support**

- Provide general support to all positions/component areas in the facility during regular business hours, including the fitness center, equipment rental counter, front desk, event support staff, Gamezone, and additional unstaffed areas.
- Ensure safety for staff, users, and guests.
- Address customer concerns and manage conflict as appropriate.

### **General Duties**

- Regular attendance at scheduled staff meetings and semesterly All Student Staff meetings.
- Active participation in outreach events promoting UU and RAW programs and services.
- Engagement in strategic committees and/or event planning groups.
- Daily completion of end-of-shift reports, logs, and/or component area specific documentation.
- Other duties as assigned.

### **Required Qualifications**

- Currently enrolled CSU East Bay student (minimum 6 units for undergraduate students; 4 units for graduate students). Summer semester enrollment is not required.
- Available to work at least 3 shifts per week including, at least one weekday opening shift, one weekday closing shift, and one weekend shift a week.

### **Preferred Qualifications**

- CPR/AED/First Aid Certified
- Ability to work approximately 20 hours a week with minimal conflicts.
- Demonstrated ability to lead a staff (i.e. Internship, previous managerial experience).
  - Includes prior work, volunteerism, athletic team captain experience (high school or above), and/or executive board position with a club/organization (President, Vice President, Treasury, or multiple official positions within a club/organization)
- Formal point of sales training and usage
- Demonstrated leadership abilities
- Demonstrated customer service skills

- Applied problem solving and/or conflict management skills
- Ability to work independently and as a member of a team