

Job Description

Job Title:	Building Coordinator (PAC) (CIF)
Department:	Athletics & Recreation
Reports To:	Senior Manager, Facility and Events
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	October 2018

Primary Purpose

The Building Coordinators at Physical Activities Complex (PAC) and Columbia Icefield (CIF) are responsible for the day-to-day operations, maintenance and leadership within each of the University athletic and recreation facilities. Collectively, the staff are responsible for providing a student leadership team that operates the spaces providing for high levels of customer service and oversight of the safety for programs and services within the spaces.

Key Accountabilities

Building Oversight

- With direction from the Senior Manager, Facility and Events, the positions ensure the PAC and CIF buildings are utilized as per facility plans and within health and safety parameters for each of the spaces.
- Performs the opening and closing procedures for the building, ensuring that all equipment and facilities are in proper working order and secured appropriately at end of day, Confirms procedures and operating instructions for opening the exterior doors and clearing the building from users/activity as per facility schedules.
- Responsible for laundry centers and completion of daily requirements including the safe operation of washers and dryers, prioritization of items to for laundry, acquisition of towels and chemical cleaning agents.
- Maintains locker room security including changing door combinations, cycling combination locks and clearing contents on a term-by-term requirement.
- Completes daily walk-throughs in order to confirm working order of all spaces and equipment.
- Requests repairs, maintenance or replacement of building elements in order to uphold building and service standards
- Works with the Coordinator, Equipment Services to manage inventories for lendable equipment, and recreation bags including making sure fixed equipment within spaces is operating as per specifications.
- Interacts with programmatic area managers and coordinators (Aquatics, Fitness, Conditioning, Therapy, Interuniversity) to confirm appropriate setups, takedowns and operations.
- Works with Business Operations unit to identify best practices and concerns in facility allocations and scheduling.
- Assists with the development of best practices for transitions of space to minimize 'down-time' for users.
- Organizes and plans preventative maintenance shutdowns and inspections with the Senior Manager, Facilities and Events.
- Interacts with Custodial staff in order to maintain healthy spaces that avoid any disease or bacteria development.

Job Description



<ul style="list-style-type: none">• The staff member has direct interactions with other University non-athletic staff including Plant Operations, Central Stores and Campus Police.• Rotates with other building coordinator staff to provide coverage in other buildings as needed
Customer Service <ul style="list-style-type: none">• Collaborates with Business Operations unit to determine best practices for student staff• Use of customer service software (Fusion) to interact with members including support transactional services (purchases, refunds, etc.)• Provides support to student staff at service desks to assist with financial transactions and other tasks during peak times.• Responds to customer service and transaction issues that are escalated by student staff
Student Leadership <ul style="list-style-type: none">• Provides leadership to nurture the development of staffing teams comprised of students.• Collaborates with other Building Coordinators on a frequent basis to hire, schedule, train and evaluate students to cover the customer service stations in all building operations.• Develops student leaders to take responsibility for elements providing for applied leadership opportunities for our student staff (laundry, training supervisors).
Health and Safety <ul style="list-style-type: none">• Trains staff on relevant health and safety standards and procedures• Executes and creates of Emergency Action Plans including when the building is utilized in 'day-to-day' or 'large event' modes.• Follows up on incidents and incident reports with Associate Director, Business Operations to determine necessary adjustments.

Required Qualifications

Education <ul style="list-style-type: none">• College Diploma in Facilities Management, Recreation and Leisure, Business Administration or a related discipline• Equivalent combination of education and/or experience will be considered• Standard First Aid required
Experience <ul style="list-style-type: none">• 3-5 years of athletic and recreation facility experience, preferably within a University environment
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Excellent interpersonal and customer service skills, including exemplary poise, tact and diplomacy• Computer proficiency, particularly in Word, Outlook, Excel and PowerPoint as well as general scheduling software• Ability to learn and apply new information and technical skills• Ability to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands• Ability to work as part of a team

Nature and Scope

- **Contacts:** These positions will work with internal stakeholders that service and work with the Department including Central Stores and Plant Operations. External stakeholders would be suppliers and service contract relationships.
- **Level of Responsibility:** These positions are responsible for the training and leadership of student staff. The positions will act as a leader mentor and will be responsible for influencing and coaching students as they learn to work within this environment

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- **Decision-Making Authority:** These positions will be responsible for operational decision making on within the scope of pre-approved budgets.
 - **Physical and Sensory Demands:** This position may be required to carry or move facility equipment including the basketball uprights, volleyball and badminton poles. Carts exist for most other pieces of equipment.
 - **Working Environment:** This position is based at the service desk but must be mobile to complete inspections of the athletic facilities. The position is responsible for being in attendance for high attended events and as such may see disruption to personal life as athletic events can take place on evenings and weekends. This role is responsible for service and as such difficult conversations can result as a result of disagreeable situations. Preferable hours of work are daytime but could vary.