

## Job Description

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<b>Job Title:</b>	Building Supervisor
<b>Department:</b>	Athletics and Recreation
<b>Reports To:</b>	Senior Manager, Facilities and Events
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	June 2020

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### **Primary Purpose**

The Building Supervisor is responsible for operations, maintenance and leadership within the University's athletic and recreation facilities in the absence of the Building Coordinators. The staff will be the key contact person for both Columbia Icefield (CIF) and Physical Activities Complex (PAC) student staff teams. They are responsible for smooth transitions, customer interactions and the supervision of student staff. They will also ensure hazards, emergencies and maintenance issues are resolved, documented with the properly follow up, as per established policies and procedures. This position will lead students in executing their tasks and will collaborate with Building Coordinators to develop student staff. This position will also assist the Events Coordinator with larger events and may be required to assume a leading role in instances where multiple events are simultaneously occurring. This job is scheduled non-standard work hours which are evenings and can include weekends.

### **Key Accountabilities**

#### **Building Oversight**

- With direction from the Senior Manager, Facilities and Events, and Building Coordinators, this position ensures the facilities are proper is utilized as per facility plans and within health and safety parameters for the space.
- With direction from the Building Coordinator, this position will coordinate scheduled set-up and teardowns requirements.
- Responsible for providing safe and clean environment including locker rooms that change owners' during programing.
- Conducts regular facility walk-throughs to ensure safety and cleanliness of facilities and equipment.
- Ensures scheduled checks are completed by student staff 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.
- Ensures proper staging and execution of events by supervising students in the absence of the Events Coordinator.
- Makes suggestions and assists with the development of best practices for transitions of space to minimize 'down-time' for facility and users.
- Interacts with Custodial staff in order to maintain healthy spaces.
- The staff member has direct interactions with other University non-athletic staff including Plant Operations, Central Stores and Campus Police.
- Rotates with other Facilities staff to provide coverage in other buildings as needed, including scheduled On-Call duties.

#### **Customer Service**

- Supports customer transactions and interactions by being based at one of the service desks.
- Assists in resolving scheduling discrepancies and managing the needs and expectations of customers by working with the student staff teams.

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- Collaborates with Building Coordinator to identify practices for student staff based on experience and feedback. Responds to customer service issues that are escalated by student staff.
- Contributes to a positive spectator experience during events.

### **Student Leadership**

- Assists Building Coordinator in hiring, makes recommendations for returning staff and future student leaders.
- Provides direct active leadership to nurture the development of staffing teams comprised of students.
- Assists Building Coordinators in the development of student leaders to take responsibility for elements providing for applied leadership opportunities including training and scheduling for our student staff.
- Provides performance feedback to Building Coordinators and assists in resolving conflicts.
- Collaborates with Building Coordinator and Student Leaders to develop monthly schedules, and training opportunities.
- Provide leadership and guidance to student event staff in the absence of the Events Coordinator.

### **Health and Safety**

- Works with Building Coordinators to train staff on relevant health and safety standards and procedures, including the safe operations of the ice resurfacing machine, fuel usage and storage, physical guards and PPE.
- Will take lead on executing Emergency Action Plans (EAP) in the absence of a Coordinator, including when the building is utilized in 'day-to-day' or 'large event' modes.
- Attends to all serious incidents, executes EAP, and follows-up according to established procedures.
- Follows up on incidents and incident reports with Associate Director, Building Coordinator, Business Operations and Senior Manager, Facilities & Events to determine necessary adjustments.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## **Required Qualifications**

### **Education**

- College Diploma (preferably in recreation or leisure areas) or equivalent combination of education and/or experience will be considered
- Ontario Driver's license class G or higher required
- Standard First Aid required

### **Experience**

- 2 years of athletic and recreation facility experience within a University environment

### **Knowledge/Skills/Abilities**

- 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 lead student staff and work as part of a team

## **Nature and Scope**

- **Contacts:** This position will be the lead evening contact for internal stakeholders that service and work with the Department such as Plant Operations. External stakeholders would be suppliers and service contract relationships.
- **Level of Responsibility:** This position assists in the hiring and training of student staff and works with the Building Coordinator in developing them in a student-leadership model.

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- **Decision-Making Authority:** This position will be responsible for executing tasks planned by the Coordinators while leading students. Problem solving of conflicts or variations in use will result in this position making adjustments on the spot.
  - **Physical and Sensory Demands:** This position may be required to carry or move facility equipment including the basketball uprights, volleyball, badminton poles and hockey nets. Carts exist for most other pieces of equipment. Steel toe shoes will be required for arena work.
  - **Working Environment:** This position is based at a service desk but must be mobile to complete inspections of the athletic facilities and setup requirements including ice floods. This role is responsible for service and as such difficult conversations can result as a result of disagreeable situations. This position is scheduled to work evenings during the week. Weekend shifts may be required during peak varsity season. Evening and weekend shifts may cause a disruption to personal life.