

Job Description

Job Title:	Coordinator: Climbing Wall and Camps
Department:	Athletics and Recreation
Reports To:	Senior Manager; Recreation
Jobs Reporting:	Student Program Coordinators, Climbing Wall Staff, Camp Counsellors, Club Executives
Salary Grade:	USG 7
Effective Date:	March 2022

Primary Purpose

The Coordinator; Climbing Wall and Camps is directly accountable to the Senior Manager of Recreation for the overall administration of all Athletics and Recreation Climbing wall and all programming within that facility, as well as the continued growth of the youth multi-sport camps program and the play days initiative. The incumbent will ensure that all Athletics and Recreation programs will adhere to the department and the Universities' policies and procedures and will be highly motivated to promote holistic wellness and contribute to the vibrant student experience.

Key Accountabilities

Program Management

- Coordinates the entire camp process including marketing, registration, communication, statistical tracking, report printing and facility assignments
- Manages the multi-sport youth camp program that reaches over 300 participants each summer
- Plans and coordinates the Play Days program with a goal of attracting 50-60 classes every May and June in partnership with the WDSB and Catholic School Board
- Coordinates and manages climbing wall programs that engages over 3500 participants per year, including offering instructional classes, competitive and recreational club opportunities and children's programming
- Plans and coordinates the re-setting of climbing wall routes each term
- Routinely attends climbing club sessions and events
- Provides statistical reports of user activity, assesses programs, and makes strategic recommendations for program improvement
- Responsible for program records including accounts of staff; qualifications; a program manual with policies and operations; submitting and monitoring staff payroll information; files, and invoicing
- Support departmental events such as the Athletics and Recreation Open House and the Warrior Recreation Leadership Reception

Relationships/Partnerships

- Works closely with the Warrior Recreation team, along with the Associate Director, Business Operations; Senior Manager, Wellness & Active Living; Senior Manager, Facilities & Events; Marketing team; Associate Director, Athletics; and other staff to contribute to the advancement of the Department's goals regarding participation and engagement opportunities
- Works collaboratively with the Senior Manager, Recreation and the Associate Director, Business Operations in facility scheduling, program registration, and overall program collaboration where efficient delivery of services to multiple stakeholders is essential

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- Builds and maintains collaborative working relationships with service-oriented areas on campus such as Housing and Residence, Health Services, Student Success Office, and Counselling Services, to enhance the coordination and marketing of climbing wall programs and be able to guide participants to available resources on campus
- Identifies, builds and maintains collaborative working relationships with faculties, colleges, and other groups on campus, coordinating events to promote physical activity and engagement in Athletics and Recreation programming. Such groups may include but are not limited to Graduate Student Association, WUSA, St. Jerome's University, St. Paul's University, Conrad Grebel University College, Renison University College, Velocity, UW Staff Association and UW Faculty Association
- Supports the Senior Manager, Facilities & Events and facility staff related to the setup and execution of responsibilities around the climbing wall, field house, gyms, studios, meeting rooms and outdoor spaces
- Communicates with other university and college Campus Recreation Departments and recreation organizations such as the National Intramural and Recreational Sports Association and the Canadian Campus Recreation Association
- Foster relationships with members of both the on and off campus community in order to build and grow a sustainable youth multi-sport camp program
- Works with schools in the community to bring classes to the Play Days program
- Provides front line customer service to the parents of camp registrants

Financial Management

- Collaborates with the Senior Manager, Recreation to develop and manage the annual operating budgets for the climbing wall, multi-sport youth camp and Play Days programs
- Responsible for complex student payroll due to the large student staff population that reports to this position
- Provides accountability reports including transparent budget reporting to SSAC (Student Services Advisory Council) when required
- Accountable to meet all payroll timelines and expectations of central finance and administration

Leadership and Development

- Directly hires, supervises, conducts performance evaluations, manages payroll, facilitates conflict management, and provides leadership opportunities and mentoring to 25+ climbing wall and 10-12 camp staff members, 10+ club executives, and multiple student program coordinators each term
- Facilitates orientation and training sessions for climbing wall and camp staff members
- Establishes a comprehensive student-leadership model that provides strong leadership and mentorship, along with policies and procedures to guide and empower the students
- Accountable for the risk management and liability of all programming within this portfolio
- Assesses programs and making strategic recommendations for program improvements
- Ensures commitment and adherence to operate according to the Warrior Athletics and Recreation department policies and procedures by all members and participants
- Identifies and anticipate trends through research and an understanding of best practices and changing sport model structures
- Firmly committed to a high level of customer service and be committed to student leadership development as a top priority
- Provides all necessary information to camp counselors including registration lists, contact information and special needs

Supporting Holistic Wellness

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- Supports the University of Waterloo's commitment to the Okanagan Charter and the Wellness Collaborative's priorities by providing supportive environments for physical activity, fostering community and a sense of belonging, generating a culture of well-being, and endorsing personal development
- Understands and advocates for the impact that physical activity can have in proactively supporting mental health, developing resilience, building social connections, and performing academically
- Considers the experiences of equity-deserving groups and potential challenges faced by our diverse community. Continually evaluates and evolves programming to overcome barriers to participation
- Aligns programs, communications, and staff training with institutional and departmental priorities, with oversight provided by the Sr. Manager, Wellness & Active Living

**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

- An undergraduate degree is required, preferably in Kinesiology, Physical Education, Health Studies, or Recreation. A Master's Degree in any of these disciplines is an asset
- Certified in Standard First Aid

Experience

- 2-3 years of experience in recreation programming. Competencies include a demonstrated ability to relate to the student experience, outstanding customer service and communication skills
- Experience working with youth
- Experience working in a climbing facility is an asset

Knowledge/Skills/Abilities

- Competencies include a demonstrated ability to relate to the University student experience, and demonstrated initiative taken to engage various user groups and promote holistic wellness
- Outstanding customer service and communication skills, a high attention to detail, ability to work independently, and the ability to work in a team are vital to the success of this role
- Strong skills in program development and evaluation, problem solving, and financial management are necessary
- Proficient in Microsoft Word and Excel
- Competency with Fusion Software package is preferred
- Competency with Workday is preferred
- Competency with SAP Concur is preferred
- Intermediate knowledge of PowerPoint
- Intermediate knowledge of SharePoint
- Proficiency in other electronic communications (i.e. email, social media) is necessary to ensure strong communication with staff and participants

Nature and Scope

- **Contacts:** The incumbent will need excellent written and verbal communication skills, knowledge of all social media platforms to stay informed in Club's activities and public speaking skills for presentations and training sessions. This position will interact regularly with many other members of the Athletics and Recreation department as well as many on campus partners including, the Imprint, the Student Life Center, the Office for Persons with Disabilities, WUSA, Dons, Residence Life Coordinators, Conflict Management and Human Rights Office as well as others as needed. Externally the position is required to communicate with members of other post-secondary institutions to coordinate competitive club events and competitions
- **Level of Responsibility:** This position directly supervises and mentors 10+ club executive members and is responsible for hiring, training and development of 25+ climbing wall staff and 10-12 camp counselors
- **Decision-Making Authority:** The incumbent is responsible for the coordination and programming of climbing wall and the multi-sport youth camp program, including equipment purchasing. This position also makes recommendations to the Senior Manager, Recreation about improved service and business process opportunities that impact both the incumbent's and colleague's functional areas within and beyond the department
- **Physical and Sensory Demands:** This role involves minimal physical demands and moderate sensory effect resulting in slight fatigue, strain, or risk of injury
- **Working Environment:** The role involves minimal to moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of the year