



**EASTERN MICHIGAN UNIVERSITY  
STUDENT RECREATION INTRAMURAL  
DEPARTMENT**

**Building Supervisor**

**PAYRATE:** \$10.40

**JOB DESCRIPTION**

The Rec/IM student Building Supervisor is an on-campus student employment opportunity which qualifies as a Learning Beyond the Classroom (LBC) experience that meets the requirements in the area of "Community Service, Citizenship and Leadership". There is extensive training to support a positive learning environment for continuous improvement in the following areas: service delivery, conflict resolution, cash operations, student personnel, Adult CPR/AED, and Standard First Aid. Student Building Supervisors gain realistic understanding of how managing a business and providing service to a diverse constituency will impact their ability to be successful leaders in a host of post-academic environments.

**BASIC FUNCTION**

The Building Supervisor is the student position with the highest level of responsibility. Primarily, they enforce departmental policies and procedures in an effort to ensure the safety of all program participants, facility users, and student employees. They ensure the smooth operation of daily building operations. Supervisors demonstrate initiative and be proactive when solving problems. They are able to answer questions and resolve issues with accuracy and respond to all inquiries in a timely manner. They are confident, courteous, respectful, and sincere in the desire to meet constituent's needs.

In addition to regular scheduled shifts, they are given an opportunity to supervise special events with additional pay.

**REQUIREMENTS**

**Communication**

- Properly relay policy/procedures to patrons in a respectful manner
- Interact positively with supervisors and coworkers
- Seek out answers to questions and communicate prior to any problems
- Take direction/criticism well and deliver direction/criticism effectively

**Attitude**

- Must work well with others
- Have a positive demeanor and treat all people as individuals

**Customer Service**

- Acknowledge and confirm customer's need(s)
- Maintain professional appearance and display the appropriate REC/IM uniform with name badge
- Represent EMU positively
- Seek out positive, intentional interactions with the patrons and coworkers
- Provide patrons with information, promptly and accurately
- SMILE

### **Performs Job Tasks**

- Clearly understand job expectations
- Be able to report to the shift on time and report any shift adjustments in a timely manner
- Have a willingness to cover for a coworker when possible and complete the trade on *whentowork.com* software
- Handle emergencies/crisis calmly and efficiently
- Be able to understand and perform all policies and procedures

### **DUTIES**

- Meet Eastern Michigan University requirements for student employment on campus
- Learn, comprehend, and practice all policies and regulations of the REC/IM
- Learn how to operate the cash registers to make sales, rent equipment, etc.
- Properly operate Fusion software with a thorough understanding of how it functions
- Arrive 15 min. early to get special instructions or information about the previous shift. When opening the building, arrive 30 minutes before the building is scheduled to open
- Radios must be working and used appropriately and kept with you at all times
- Supervise all student employees stationed in the building
- Complete hourly building rounds with a sense of purpose to discover any areas/issues that need attention
- Monitor student employee performance behaviors by completing violations consistently and when necessary
- Complete deposits accurately during shift changeovers
- Complete accident/incident reports accurately and legibly when necessary
- Assist special groups with set-ups when necessary
- Remain flexible and use good judgment when administering policy
- Communicate any concerns with professional staff
- Other duties as assigned by professional staff
- Review *WhenToWork* for proper staff reporting of assigned shifts
- Remain informed of new issues and concerns by reading information in direct emails sent to your *my.emich* and *WhenToWork* accounts daily
- Act as a liaison between patrons and the department
- Attend all posted mandatory training and staff meetings
- Honor contracted schedule of hours by adhering to all attendance policies, as stated in the REC/IM Student Employee Handbook. It is the responsibility of the individual to find a substitute to cover a shift that he/she/they cannot work
- Responsible for information in Front Counter Training Manual, Membership Handbook, and Student Employee Handbook
- Assist professional staff with special projects and assignments as needed
- Agree to stay off personal cell phones and other electronics while on duty

### **SUPERVISION RECEIVED**

Supervision is received from the Assistant Director and Graduate Assistant.

### **QUALIFICATIONS**

Ability to communicate accurate information to patrons, excellent interpersonal skills, and prior cashier experience is preferred. Along with communication skills, ability to demonstrate assertiveness while on the job, and the ability to perform calmly and effectively in stressful situations. A friendly demeanor is a must!

**QUALIFICATIONS**

- Certification in CPR/AED and Standard First Aid is required
- Thorough understanding of Fusion software is required
- Completion of the Supervisor in Training Program is required
- Knowledge and experience in building policies and procedures is required
- Excellent leadership, communication, and service delivery skills are highly recommended

**WORKING CONDITIONS**

Ability to walk continuously throughout the facility during shifts