



**EASTERN MICHIGAN UNIVERSITY  
STUDENT RECREATION INTRAMURAL  
DEPARTMENT**

**SUPERVISOR-IN-TRAINING**

**PAYRATE:** \$9.65

**BASIC FUNCTION**

The Supervisor-in-Training will go through a training process with an initial interview stage, multiple shadow shifts, and exit interviews with professional staff in order to become a building supervisor at the Rec/IM.

**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
- Must have a willingness to learn and grow

**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 registers to conduct sales including memberships, group fitness, guest passes, intramurals, equipment and facility rentals
- 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 the professional staff with special projects and assignments as needed
- Report to work 5 minutes prior to shift changes, to receive special instructions
- Agree to stay off personal cell phones and other electronics while on duty
- Assist the building supervisor in providing quality service and assistance to patrons and employees
- Attend exit interviews with all professional staff to learn more about their duties

### **SUPERVISION RECEIVED**

Supervision is received from the Assistant Director and Graduate Assistant

### **QUALIFICATIONS**

- Thorough understanding of Fusion and its processes is required
- Previous customer service experience is required
- Extensive knowledge of building policies and procedures is required
- Ability to handle any situation in a relaxed yet professional manner is required
- Ability to perform tasks accurately and expediently with a customer service attitude is encouraged
- Certification in Adult CPR, First Aid, and AED or ability to obtain one during the SIT process is required