

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: MANAGER, WELLNESS AND AQUATICS COMPLEX

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

DEFINITION

Plans, organizes, and manages the Wellness and Aquatics complex operations; trains, supervises, and evaluates the performance of fitness and aquatics complex staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the Director of Campus Enterprise Services. This position will supervise Wellness and Aquatics Complex staff and student employees.

CLASS CHARACTERISTICS

This is a full supervisory-level Classified Administrator classification that oversees activities and operations of the Wellness and Aquatics Complex, including administration of policies and procedures. The incumbent organizes and oversees operations and activities and is responsible for providing professional-level support to the assigned Director. Responsibilities include coordinating the activities of the Wellness and Aquatics Complex with other District departments and outside agencies. This position reports to the Director of Campus Enterprise Services and has staff supervision responsibilities.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. In collaboration with the Director of Campus Enterprise Services, plans, organizes, and manages all aspects of the fitness and aquatics complex, including membership, front desk, exercise classes, programs and aquatics; responsible for the daily management of staff, including the scheduling of fitness staff, instructors, and trainers.
2. In collaboration with the Director of Campus Enterprise Services, develops and executes a strategic and tactical plan to meet the fitness and aquatic program objectives. Assists in formulating and delivering innovative methods of recruiting, retaining and serving members of the community.
3. Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of the assigned unit, service delivery methods, and procedures; identifies opportunities for improvement and makes recommendations to the Director of Campus Enterprise Services. Leads the creation, development, and implementation of Administrative Unit Outcomes.
4. Provides leadership and professional development to all fitness and aquatic complex staff, students, and volunteers.
5. Participates in the selection of new staff for assigned areas of responsibility. Make

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recommendations regarding permanent and temporary staffing needs. Trains, motivates, and evaluates assigned staff; provides or coordinates staff training; coaches staff toward improved performance; recommends and implements discipline and termination procedures; responds to staff questions and concerns; makes employment decisions concerning temporary and student employees.

6. Reviews the work of service providers to ensure compliance with the terms of their contracts and achievement of performance targets and resolving service delivery issues with providers.
7. Supervises practicum students and certifies students' completion of learning objectives.
8. In collaboration with the Director, develops and administers annual fitness and aquatics complex budget; monitors and analyzes sales figures and projections, expenses, customer counts, operating statements, and related data to optimize the cost-effectiveness of operations.
9. Ensures the use of District accounting methods and procedures; supervises the maintenance and preparation of sales and receiving reports, invoices, purchase orders, and other financial records related to fitness and aquatics complex operations; approves invoices for payment and signs checks according to established procedures.
10. Regularly collects and analyzes member utilization and participation data, creates reports, reviews and explains trends; formulates and evaluates alternative solutions and/or recommendations to achieve the goals of the fitness and aquatics complex.
11. Determine and implement customer service standards of the fitness and aquatics programs. Manage the collection and administration of customer satisfaction surveys and customer response forms; creates and analyzes report data and recommends solutions.
12. Plans, coordinates, and carries out special projects as assigned; attends meetings and participates in committees as necessary.
13. Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
14. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of the fitness industry and fitness center management.
- Basic business management principles.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Principles and practices of financial record keeping, including contracts and purchasing.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Techniques for effectively representing the District in contacts with community groups, and various business, professional, educational, regulatory, and legislative organizations.

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- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

Ability to:

- Provide professional leadership and direction for the assigned program areas.
- Develop and implement goals, objectives, policies, procedures, and work standards for assigned program areas.
- Develop and monitor budgets and effectively utilize resources.
- Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Respond to and effectively prioritize multiple priorities and requests for service.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to bachelor's degree in business administration, kinesiology, or related field **AND** three (3) years of increasingly responsible professional fitness/recreational center experience with profit and loss responsibility, including sales, and member recruitment.

LICENSES AND CERTIFICATIONS

Current American Red Cross CPR, AED and First Aid certification, or ability to obtain within six (6) months of employment.

PHYSICAL DEMANDS

Must possess ability to use standard office equipment, including a computer; visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Incumbent performs work in an office and in various areas of the Complex; standing and walking between work areas is regularly required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator

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and to operate standard office equipment. Incumbent must regularly bend, stoop, climb, and kneel in the performance of work duties. Incumbent must possess the ability to lift and carry materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in a fitness and aquatic center environment with moderate to high noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff, students, members, and/or the public in interpreting and enforcing policies and procedures.

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