

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SUPERVISOR, 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

Assists in the planning, organizing, and provision of oversight to the Wellness and Aquatics complex operations; including, scheduling, coordinating, and overseeing staff assigned to Wellness and Aquatics complex operations; sets priorities and directs the work of assigned staff; fosters cooperative working relationships among District divisions and departments and with various community groups; serves as responsible site administrator in the absence of the Manager, Wellness and Aquatics Center and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the Manager, Wellness and Aquatics Complex. 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 manager. Responsibilities include coordinating the activities of the Wellness and Aquatics Complex with other District departments and outside agencies. This position reports to the Manager, Wellness and Aquatics Complex 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 functions of the job.

1. Assists in the coordination and supervision of the operational functions of the Wellness and Aquatics Complex; coordinates activities including membership, front desk, exercise classes, programs, and aquatics
2. Assist in the implementation and oversight of policies, procedures, and work standards.
3. Participates in selection, trains, motivates, and directs staff; evaluates and reviews work for acceptability and conformance with work standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
4. In collaboration with the Manager, monitors 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.
5. In collaboration with the Manager, assists in the development and administration of the 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.
6. In collaboration with the Manager, 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.

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7. Assist in the implementation and maintenance of customer service standards of the fitness and aquatics programs.
8. Provides direction, information, technical assistance, and problem resolution to members, administrators, faculty, staff, students, outside agencies, and others concerning Wellness and Aquatics Complex operations and activities; provides information concerning programs and services.
9. Monitors the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement; implements change.
10. Coordinates Wellness and Aquatics Complex facilities with District custodial operations and maintenance and repair departments; performs various safety and security related duties, including inspection and monitoring of the environment and facilities; ensures related activities comply with established standards, requirements, laws, codes, rules, regulations, ordinances, policies, and procedures.
11. Facilitates the preparation and maintenance of a variety of records and departmental files.
12. Responds to difficult and sensitive inquiries and complaints and assists with resolutions and alternative recommendations.
13. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work methods and procedures.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.
- Principles and practices of the fitness industry and fitness center management.
- Principles and practices of financial record keeping, including contracts, and purchasing.
- 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.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Provide professional leadership and direction for the assigned program areas.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned area.
- Monitor budgets and effectively utilize resources.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize

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own work, set priorities, and meet critical time deadlines.

- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- 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:

An Associate's degree from an accredited college or university with major coursework in business administration, kinesiology, or related field **AND** one (1) year of increasingly responsible professional fitness/recreational center experience, 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 mobility to work in and walkthrough in a fitness and aquatics center environment and use standard office equipment, including a computer; to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. The ability to move between work areas will be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

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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