



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

OPERATIONS MANAGER – COMMUNITY FITNESS

A Classified Supervisory (Exempt) Position
Grade 180E – Salary Schedule 35

A. The Position

Reporting to the Director of Auxiliary Services, the Operations Manager – Community Fitness (OMCF) provides overall leadership and coordination of fitness programming, membership sales, front desk, and facilities. Public contact is extensive and includes staff, students, the general public, and campus visitors. A high degree of independent judgment and creativity are required to resolve minor and major problems that arise. The Operations Manager – Community Fitness (OMCF) supervises the work of classified, and other staff and student assistants as assigned. The OMCF executes duties consistent with District and college mission statements and values. The OMCF shall schedule the use of the facility in such a way as to preserve the primacy of the academic program and other college users while accommodating the needs of the community during the unassigned periods. The OMCF is responsible for implementing safety protocols as required by statute and District regulations. The OMCF practices a cohesive team managing strategy, with interdepartmental relationship development, and daily focused coordinating and managing efforts. Monthly operational goals are required and include budget, student, faculty, and community membership; fitness programming, including collaboration with Kinesiology, Athletics, and Dance (KAD) division deans, professors, athletic team coaches, and fitness center instructors of Pilates, group exercise and personal trainers. The OMCF is responsible for the overall management of the front desk team, facility and equipment operation, maintenance, and capital improvement recommendations. The OMCF helps develop and implement operational procedures for staff. The OMCF ensures that the fitness facilities comply with state and county standards.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Safety compliance
2. Drive operations daily to budgetary goals
3. Participate in the hiring of staff
4. Develop facility and program scheduling that assures the primacy of KAD division needs. The scheduling of facilities for the general college, community fitness and aquatic members and rental requests from the community are made in that order
5. Manage and maintain safety records, certifications and student work-study hours
6. Manage budget to goal through scheduling, time-sheets review and labor reports
7. Maintain strong revenue streams and increase program and rental opportunities

8. Develop and track the operations budget. Continually seek cost reduction opportunities while working with SMCCCD inter-departmentally
9. Identify and approve new sources of revenue
10. Oversee fitness, membership sales, and front desk operation supervision and internal communications
11. Coordinate and supervise maintenance directly with campus facilities or company partners to include scheduling necessary maintenance, repairs, and upgrades
12. Train incoming staff to align with culture, student, faculty, and community service
13. Train incoming staff on hourly reporting software and create backup substitute options
14. Provide general customer service; assist with signage, schedules, and website updating and develop and design surveys to review, summarize, and make department recommendations
15. Manage and coordinate special student member events
16. Coordinate with supervisors to ensure all team members have an American Red Cross certification on file and to provide on-site CPR training
17. Maintain and assure professional customer service standards in all departments
18. Order equipment and supplies to budget in support of programming
19. Implement and actively structure daily safety, security, and risk management policies
20. Review and support security and access related to the overall facility
21. Recommend and review contracts, invoices, and special event requests
22. Work with supervisors to guide and improve existing programs
23. Review social media, pool website, and online marketing, with responses and update recommendations
24. Create worksite sustainability outline, courting and developing team relationships while assuring ease in an effective, efficient, diverse, and multicultural environment
25. Develop professionally in aquatics through resource, conferences and trainings
26. Actively participate in student and faculty wellness improvement by personally instructing a minimum of 2-3 group exercise classes weekly
27. Assist in the wellness of the student, faculty, and community participants
28. Attend and actively participate in staff meetings and professional training
29. Assist and perform other duties as needed to cohesively support overall fitness and wellness goals targeted at student, faculty and community improvement

C. Minimum Qualifications

- Bachelor's degree in an academic major relating to this position from an accredited college/university OR an equivalent combination of education and experience
- Minimum of 3 years of related facility management and operations experience, including fitness instruction and training
- Current CPR Certification
- Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff
- Must be available for team support during "call-outs," special events, after-hours responses which may include; evenings, weekends and or holidays. Must be available for after-hour notifications

D. Preferred

- Significant training and experience relating to the duties of this position such as one year of formal training, internship, or leadership experience reasonably related to this position and the services provided in the programs administered

E. Physical/Other Requirements

Exposure to indoor and outdoor environments, seasonal heat and cold or adverse weather conditions. Must be able to perform duties of a physical nature, including standing, lifting, sitting, walking and swimming

F. Knowledge, Skills & Abilities

1. Program development, knowledge of industry best practices
2. Proficiency in Microsoft Office and Excel
3. Understanding of SMCCCD culture, policies and procedures
4. Knowledge of safety policies, practices, procedures and requirements of the Fitness and Wellness Department and SMCCCD
5. Illness and Injury Prevention Plan knowledge
6. Strong leadership, integrity driven, daily demonstration of efficiency, ease of interpersonal skills towards the team, interdepartmental stakeholders, students, faculty and community
7. Experience with payroll software, budgeting outlines, reporting review
8. Excellent organizational skills with demonstrated written and oral follow-through and highly focused upon attention to detail
9. Critical thinking skills, flexible problem-solving resourcefulness
10. Experience working with adults and youth in a variety of aquatic and related outdoor programs
11. Demonstrated service orientation and program management
12. Sound judgment aimed toward employee sustainability
13. Ability to work independently under pressure and meet deadlines
14. Effectively establish and maintain productive working relationships within a diverse, collaborative, multicultural, interdepartmental environment
15. Ability to provide clear communication to team members, promote safety and enforce safe work practices
16. Ability to work in an environment that is occasionally stressful

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