



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

ATHLETIC CENTER MANAGER

A Classified Supervisory (Exempt) Position
Grade 190E – Salary Schedule 35

A. Who We Are

The San Mateo County Community College District is committed to achieving educational equity for all students. As outlined in the District's Strategic Plan, "success, equity, and social justice for our students are longstanding goals." The District's ["Students First" Strategic Plan](#) is focused on "Student Success, Equity and Social Justice." We provide students with a rich and dynamic learning experience that embraces differences - - emphasizing collaboration and engaging students in and out of the classroom, encouraging them to realize their goals, and to become global citizens and socially responsible leaders. When you join our San Mateo County Community College District team, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty and classified staff, administration, students and community partners.

B. The College and the District

C. Who We Want

We value the ability to serve students from a broad range of cultural heritages, socioeconomic backgrounds, genders, abilities and orientations. Therefore, we prioritize applicants who demonstrate they understand the benefits diversity brings to a professional educational community. The successful candidate will be an equity-minded individual committed to collaborating with faculty, classified staff, administration, students and community partners who are also committed to closing equity gaps. The San Mateo County Community College District seeks employees who value mentorship and working in a collegial, collaborative environment, guided by a commitment to helping all students achieve their educational goals.

D. The Position

Reporting to the Director of Community Fitness, the Athletic Center Manager, Community Fitness (ACMCF) provides overall leadership to the Operations Manager – Fitness and Operations Manager – Aquatics. The ACMCF coordinates site operations supported by facilities, while leading supervisors and managers of front desk operations, fitness programming, aquatics programming, group exercise, membership sales and accounts, and facilities at College of San Mateo and Cañada College Athletic Centers. 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. This fast-paced, multi-operational role requires alignment with SMCCCD protocol and mandates, the Director of Community Fitness and the Director of Auxiliary Services. The ACMCF supervises the work of operations managers, coordinators, classified, and other staff and student assistants as assigned. The ACMCF executes duties consistent with District and college mission statements and values. The ACMCF shall support and approve the scheduled 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 time periods. The ACMCF is responsible for implementing safety protocols as required by statute and District regulations. The ACMCF practices a cohesive team managing strategy, with inter-department relationship development, 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 ACMCF is responsible for the overall management of the teams. Assurances, delegation, and support manager compliance to maintain facility standards, equipment operation, maintenance, and supplies. The ACMCF helps develop and implement operational procedures for staff and ensures that the fitness facilities are in compliance with state and county standards.

E. 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. Lead operations manager on a daily basis to service, programming, and budgetary goals
3. Participate in the hiring of supervisory staff, and the secondary interview of all front line staff applicants
4. Develop the facility and program schedule that assures the primacy of students and KAD division needs. Scheduling of facilities for the general college, community fitness and aquatic members, and rental requests from the community are made in that order
5. Respond directly to elevated member concerns or misconduct
6. Manage and maintain safety records, certifications, and student work-study hours
7. Review and support managers' scheduling, service provision, and assurances to work collaboratively to support in the event of call out or planned absence
8. Develop and guide managers in tracking the expense budget and monthly reports
9. Identify cost reduction opportunities while working with SMCCCD inter-departmentally
10. Identify and approve new sources of revenue
11. Supervise programming revenue in fitness, aquatics, and membership sales. Support front desk operations in alignment with internal communications
12. Coordinate and supervise maintenance directly with campus facilities or company partners to include scheduling necessary maintenance, repairs, and upgrades
13. Train incoming staff to align with the culture, student, faculty, and community service
14. Assure general customer service in departments; assist with the assurance of Athletic Center standards regarding signage, schedules, and website
15. Manage special student member events
16. Coordinate with supervisors to ensure all team members have American Red Cross certification on file
17. Coordinate with supervisors to provide on-site CPR training
18. Train, maintain *and assure* professional customer service standards in all departments
19. Order equipment and supplies to budget in support of programming
20. Implement and actively structure daily safety, security, and risk management policies
21. Review and support security and access related to the overall facility
22. Work with supervisors to guide and improve existing programs
23. Lead and actively participate in staff meetings and professional training
24. Assist and perform other duties as needed to cohesively support overall fitness and wellness goals focused on student, faculty, and community improvement

F. 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 5 years of experience related to managing fitness/aquatics or large sporting recreation centers with multi-site operations
- 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, and after-hours responses which may include; evenings, weekends, and or holidays. Must be available for after-hour notifications

G. 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.

H. Knowledge, Skills & Abilities

1. Strong knowledge of fitness industry best practices
2. Ability to lead and mentor managers
3. Demonstrated proficiency in Microsoft Office and Excel
4. An understanding of SMCCCD culture, policies, and procedures
5. Proven implementation of safety policies, practices, procedures, and requirements of an athletic center with a preference for community and commercial settings
6. Clear understanding of safety and injury prevention plans
7. Ability to work under pressure, with multiple deadlines, and provide flexibility to time allotment and schedule relative to the needs of the role
8. Daily demonstration of efficient, interpersonal skills towards teams, inter-departmental stakeholders, students, faculty, and community
9. Experience with payroll software, budgeting outlines, and reporting review
10. Excellent organizational skills with demonstrated written and oral communication follow-through and highly focused attention to detail
11. Critical thinking skills and flexible problem-solving resourcefulness
12. Strong leadership skills
13. Demonstrated service orientation and program management
14. Sound judgment aimed toward employee sustainability
15. Ability to work independently under pressure and meet deadlines
16. Effectively establish and maintain productive working relationships within a diverse, collaborative, multicultural, interdepartmental environment
17. Clearly communicate to team members steps towards promoting safety and enforcing safe work