



DIVISION OF STUDENT AFFAIRS

Operations Assistant

Job Title: Operations Assistant

Hourly Pay Rate: \$7.25

Job Summary

Operations Assistants ensure the proper daily operations of all activities within the Fike Recreation Center at Clemson University. The Operations Assistants are primarily responsible for monitoring all activities within the Swann Fitness Center and ensuring safety and cleanliness of recreation activity areas throughout the facility. Operations Assistants also provide excellent customer service and enforce departmental policies. Operations Assistants must obtain lay responder or higher CPR, AED, and First-Aid certifications within 30 days of hire.

Employee Expectations

Operations Assistants will demonstrate outstanding customer service and high levels of professionalism. Assistants are expected to be mentally, physically, and emotionally prepared at all times to perform their job duties. Assistants shall demonstrate a willingness to positively interact with patrons as well as other student staff members in the department.

Qualifications / Certifications

- Previous experience working in customer service preferred
- Available for a minimum of 3 to 6 shifts or 6-12 hours per week, including rotational weekends and university breaks during winter and spring
- Must hold a current certification lay responder level or higher in CPR/AED/First Aid, or be able to acquire certification within 30 days of hire (American Red Cross preferred)
- Personal characteristics including: positive attitude, outgoing personality, attention to detail, and strong work ethic
- Perform some tasks that require physical labor, including re-racking plate weights of up to 45 pounds

General Job Responsibilities

- Consistently uphold all Campus Recreation department policies and procedures for participants and maintain employee expectations
- Attend all staff trainings, meetings, in-services, and shifts as scheduled
- Maintain up-to-date availability on employee scheduling software
- Remain visible and approachable to patrons whom have questions, concerns, and/or complaints and practice effective communication and conflict resolution
- Respond to emergencies and assist Recreation Supervisor to implement emergency action plans
- Be alert to disorders, injuries, and inappropriate behavior and respond as trained or report to supervisor accordingly
- Demonstrate commitment to excellence, service, and professional appearance standards

- Maintain an accurate inventory of all operational supplies and report equipment needs supervisor(s)
- Rove building to record building hourly area counts, check exterior doors, and ensure safety and cleanliness of building, restrooms/locker rooms, walkways, and fitness equipment
- Document facility equipment and risk management issues
- Respond to patron and special event requests for equipment set-up and break-down
- Collect and replace towels, organize laundry, and refill bottles at cleaning stations throughout building
- Ensure fitness equipment and building storage are neat and organized
- Complete all shift tasks and checklists
- Strive to obtain personal, professional, and departmental goals
- Check e-mail daily for departmental and staff updates and respond in a timely manner
- Complete semester evaluations and staff quizzes and/or surveys
- Other duties as assigned