Position: OPERATIONS LEAD, Timpany Center

DEPARTMENT: Timpany Center

IMMEDIATE SUPERVISOR: Program and Operations Director

POSTING DATE: June 15, 2017

CLOSING DATE: Open Until Filled

SALARY: $17.00 to $20.00 per hour, DOQ/E
Full time (40 hours)
Benefited

EXEMPT STATUS: Non-Exempt (hourly)

Appointment This position is contingent on receipt of grant and is renewable each year depending upon funding.

TIMPANY CENTER’S MISSION: To provide, through multi-agency involvement and San José State University student service learning, inclusive aquatic and land-based activities that target the promotion of physical health and wellness in individuals with disabilities, obesity, and/or advanced age from the greater Santa Clara County community.

The Santa Clara County-owned facility has been operated since 2009 by the SJSU College of Applied Sciences and Arts Department of Kinesiology that utilizes the SJSU Research Foundation for assistance with fiscal and administrative management.

GENERAL NATURE OF POSITION: Under general direction of the Program and Operations Director, the Operations Lead will actively support and further the ongoing development and promotion of the Timpany Center’s mission program, policies, and procedures by providing hands-on direction and oversight to all phases of general day to day operations in a fiscally responsible manner. The Incumbent will, in collaboration with the Program and Operations Director and the Aquatics Lead, actively assist in the development and implementation of protocols, procedures, processes that enable the Timpany Center to maximize its business and community outreach strategies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1) Actively assists the Director with respect to all hiring activities of staff, including assisting with development of job descriptions and with recruitment efforts. Is also responsible to implement the “Onboarding” process for new Timpany Center employees.

2) Actively provides day-to-day direction, guidance, advice and training to hourly staff in all phases of Timpany Center operations, including, but not limited to, aquatic activities, safety, staff personnel issues, fiscal issues, and member issues. The Operations Lead will provide the Director with updates, feedback and advice as to, e.g. safety, training, employee evaluations, corrective actions, and staff or customer related issues and concerns. The Lead oversees and drives
enforcement of the facility’s rules of conduct amongst TC staff, clients, and customers, areas of rental (including pool maps) and contractually agreed-upon rental items.

3) Develops and implements work schedules for the front desk staff and for staff in general, with Director’s approval. This includes developing and implementing coverages for time-off requests and for all unplanned absences.

4) Addresses and actively assists in resolving fiscal issues pertaining to facilities that can or do affect overall safety and member services, and with the Director’s approval, initiates and implements appropriate corrections. Examples include overall cleanliness; safety hazards; and ensuring professional customer service is tendered by staff to all clients and customers, internal and external.

5) Tracks, updates and continually evaluates the effectiveness of operational procedures and policies to further and support operations and to minimize potential liabilities. Actively initiates improvement suggestions to the Director, and takes charge of implementing approved improvements or changes.

6) Is the first responder to emergencies within the facility. Will participate in, coordinate, and support all emergency response efforts.

7) Performs skills audits of staff, and develops and implements training plans as appropriate.

8) Fills in to other roles as needed and as appropriate, e.g. Lifeguard; Fitness Instructor; front desk support.

9) Prepares Status and Update Reports for Director, to include the facility statistics and records to date. Statistics to specifically follow include membership numbers and fitness class enrollments. The report specifically will include revenue and expense reports (basic) for all areas that the Lead directs.


11) Completes and documents water quality tests on a daily basis, and makes corrections to residuals, as needed.

12) Collaborates and coordinates with the Maintenance Coordinator regarding facility repairs, and makes recommendations to the Director. Will also coordinate with Aquatics Lead to develop and implement a maintenance and cleaning schedule for Lifeguards and interns to follow.

13) Performs other job related tasks, as assigned.

Interpersonal Contacts

- Reports directly to the Program and Operations Director
- Provides day-to-day direction, guidance, advice and training to hourly staff in all phases of Timpany Center operations
- Collaborates and coordinates with other Leads to ensure streamlined operations of the entire facility.

Qualifications

1. Education and Experience
   a. Four year degree from an accredited college or university in Kinesiology, Recreation, or a closely related field.
   b. One year of full time supervisory experience with similar core job functions within a similar role may be equivalent to one year of academic learning.
2. Knowledge, Skills, and Abilities
   a. Working knowledge of principles and practices of aquatic/fitness program development and administration for special populations, specifically those with obesity, disabilities, and advanced age.
   b. General knowledge of modern office practices and procedures, to include solid proficiency in Microsoft Office Software (Word; Excel; Power Point).
   c. Ability to multi-task and work in a fast paced work environment with multiple tasks and deliverables. Must follow through on projects and tasks to resolution.
   d. Excellent interpersonal and conflict resolution skills: must be able to articulate, respond to, address and resolve queries from all clients, internal and external, with tact and diplomacy.
   e. Able to establish and maintain effective working relationships across all levels of the organization and with outside agents, clients, vendors.
   f. Required Certifications:
      i. Certified Pool Operator or have Aquatic Facility Operator Certification.
      ii. American Red Cross certifications:
      iii. Lifeguard/First Aid
      iv. CPR/AED for the Professional Rescuer or CPR/AED for Lifeguards

3. Physical Requirements
   a. Must be able to walk, run, jump, climb, swim, sit, life, and carry equipment up to 45 lbs.
   b. Must be able to maintain a flexible schedule, including working weekends, holidays, unusual hours; and may be asked to be on-call status.

4. Complexity of Duties
   - Works on a variety of tasks requiring planning, organization, and problem solving
   - Requires the ability to function independently.

Please note: Because this is considered a “sensitive” position by policy, an offer of employment is strictly conditional upon successful completion of the Live Scan (fingerprinting) process before starting work.

SUPERVISORY RESPONSIBILITIES: None, though is responsible to guide, direct and train, as appropriate.

APPLICATION PROCEDURE
To apply for this position, you may submit a letter of interest and a resume or an application. An application and other information, including the job description, may be obtained from the Research Foundation through its web site at http://www.sjsu.edu/researchfoundation/open/index.html. You may also obtain information in person by visiting the Research Foundation, located at 210 North 4th Street, 4th Floor, San Jose, CA (corner of St. James and North 4th Streets). A formal application for employment will be required of all candidates who are selected for a personal interview. Please address your letter of interest and resume or application directly to:

San Jose State University Research Foundation
Attn: HR/Job Code TC OpnsLd
210 North 4th Street
San Jose, CA 95112
E-mail: foundation-jobs@sjsu.edu

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The San Jose State University Research Foundation (SJSURF) is a non-profit auxiliary of San Jose State University. SJSURF is totally self supported. The majority of the organization’s funding comes from the
federal government, and other public and private entities. With annual revenues totaling over $65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.

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The SJSURF has implemented California State University Executive Order 1083 (http://www.calstate.edu/EO-1083.pdf). By policy, all SJSURF employees are mandated reporters for suspected child abuse or neglect and are expected to undergo formal training in accordance with the directives of the Executive Order.

The SJSURF has also implemented California State University Policy Memorandum HR 2015–08 (http://www.calstate.edu/HRAdm/pdf2015/HR2015-08.pdf).

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the SJSURF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current SJSURF employees who apply for the position.