Position: Director, Program and Operations, Timpany Center

DEPARTMENT: Timpany Center
IMMEDIATE SUPERVISOR: Timpany Center Project Director
POSTING DATE: June 6, 2016
CLOSING DATE: Open Until Filled
SALARY: Depending upon qualifications and experience
          Full time
          Benefited
EXEMPT STATUS: Exempt level

GENERAL NATURE OF POSITION:
Under the general direction of the Project Director, the Program and Operations Director (POD) is responsible for overall management, direction, and day to day supervision of programs and operations of the Timpany Center’s facility and its aquatic- and land-based programs.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Trains and hands-on supervises staff and student personnel to properly operate a safe and customer-friendly facility. This includes, but is not limited to, training in appropriate cash-handling processes; customer service best practices; aquatic safety processes; emergency procedures; swim instruction; fitness instruction, lifeguarding, chemical handling and storage, and oversight of IT systems and software. In partnership and collaboration with SJSURF Human Resources and Finance departments, this also includes developing and implementing processes to ensure information and accountability, including various handbooks, for all aspects of the facility’s operations.

   a. Develops, implements, and appropriately communicates employee schedules with input from Aquatics Lead. Is responsible to ensure that all employees’ timesheets are correctly reported and submitted, in a timely manner, to SJSURF.

   b. Develops, implements, and oversees customer service procedures and standards, ensuring consistent performance by all employees. Ensures that all employees adhere to appropriate IT systems’ individual log ins for all activities, including cash handling.

   c. Develops safety and emergency policies and procedures and training for employees. Creates and updates facility rules and regulations, as appropriate.

   d. Develops and implements employee in-service training for lifeguards, swim instructors, fitness instructors, and front desk staff.

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2. In conjunction with SJSURF, the facility’s fiscal agency, adheres to the facility’s revenue/expense budget annual projection and business plan. Also implements, monitors, and ensures strict adherence to appropriate cash handling and transaction policies and processes, including reconciling and preparing daily deposits, memberships, drop-in fees, rentals, etc. Assists with the development of these policies and practices, as appropriate.

3. Actively ensures that all staff certifications are valid and current. Certifications include but are not limited to Lifeguarding, CPR (with AED), First Aid, Swim Lesson Curriculum, Water Safety, Adapted Aquatics, and Water Fitness. Also maintains records of all staff certifications onsite that can be easily retrieved and reviewed.

4. In close collaboration with SJSURF, develops, implements, and oversees rental agreements for the facility, and ensures compliance to the terms of those agreements. Works closely with the SJSURF Risk Management staff to ensure that all contracts and agreements include proper indemnification clause and meet and adhere to insurance requirements. Monitors the fiscal accounting of special rental groups, including reservations and invoicing and adherence to SJSURF Risk Management policies. Maintains appropriate documentation and records to evidence these agreements.

5. Actively assists with, coordinates, and participates in special and/or fund-raising events for the Timpany Center.

6. In collaboration with the Outreach Coordinator, oversees the service-learning Internship program.

7. Plans, organizes, and implements a process to ensure cleanliness and safety of the facility so it can be accessed safely by facility users.
   a. Oversees monitoring of water quality/chemistry during operation hours, communicates pool/facility building operation issues to Santa Clara County. Coordinates facility maintenance with Timpany Center staff and County of Santa Clara Facilities and Fleet.
   b. Identifies materials/equipment needed to operate the facility most efficiently, and promptly communicates those needs, as appropriate.

8. Assess and determine appropriate IT systems and software needs for the facility, make recommendations, and drive appropriate resolutions.

9. Develop, implement, and oversee the Aqua and Land fitness programs including hiring and training instructors, developing class schedules based on program needs and facility availability, manage monthly registration tasks, and ensure program quality and retention through instructor training, supervision, and evaluation.

10. Develop and maintain the virtual presence of Timpany Center through SJSU OU Campus, RecDesk, and CashNET.

10. Performs additional duties and responsibilities, as assigned.

**PLEASE NOTE:** This position is considered a “sensitive” position by SJSURF and CSU policy. Consequently, the successful candidate must undergo and successfully complete the Live Scan (fingerprinting) background check as a condition of their employment.

**INTERPERSONAL CONTACTS:**
1. Reports to Project Director, a tenure-track faculty member of the Department of Kinesiology
2. This position is a hands-on Program and Operation director position that interacts regularly with faculty, staff, administrators and sponsors
3. Interacts with faculty, other university personnel, and sponsor agencies on a regular basis.
4. Interacts with members of the public on a regular basis
5. Works closely with SJSURF Human Resources and Finance department staff
QUALIFICATIONS:

1) **Education**
   Bachelor’s degree in Kinesiology, Sport Management, Recreation, or similar field required. Master’s degree preferred.

2) **Experience**
   Minimum of two years of full-time aquatic facility management experience.
   
   Current Lifeguardsing, CPR (with AED), and First Aid certifications and a working knowledge of occupational/safety regulations. Aquatic Facility Operator or Certified Pool Operator certification is preferred. Lifeguard Management certification preferred. Lifeguard Instructor certification preferred.
   
   Experience with diverse populations, specifically individuals with disability, advanced age, obesity, is preferred.

   Experience in budget preparation and specific tracking against set line items.

3) **Knowledge, Skills, Abilities required**
   a) Demonstrated strong understanding of an aquatic-centered, rehabilitation/recreation facility operations, systems, and equipment
   b) Thorough knowledge of current computer and office automation equipment and software required. Proficient in Internet research, MS Office, spreadsheets or other applicable software packages.
   c) Excellent communication and writing skills necessary.
   d) Excellent interpersonal skills to develop and maintain cooperative and productive working relationships with SJSURF colleagues, faculty, and representatives of various organizations and agencies.
   e) Demonstrated ability to cultivate and maintain positive working relationships with clients and customers, internal and external, at all levels.
   f) Ability to prioritize tasks, to work independently, to maintain confidentiality, and to take initiative to improve upon current operations
   g) Ability to work in an unusually fast paced environment, and able to work through multiple deadlines and changing priorities and tasks with diplomacy under pressure.
   h) Must be able to work within a flexible schedule that may include evenings and weekend work.
   i) Ability to be both an effective team member and team leader.
   j) Excellent judgment, independent creative problem solving skills.

4) **Physical Requirement**
   - Must be able to operate a PC including mouse and keyboard.
   - Must be able to operate general office equipment.
   - Must be able to sit or stand for extended periods of time.
   - Must be able to lift up to 50 lbs.

SUPERVISORY RESPONSIBILITIES:
Student Interns; temporary casual staff

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](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 DirTC
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/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.