

San José State University Research Foundation

Position: Operations Lead

DEPARTMENT: Timpany Center

IMMEDIATE SUPERVISOR: Program and Operations Director

POSTING DATE: July 2, 2021

CLOSING DATE: Open Until Filled

SALARY: \$21.00 - \$24.00 per hour

EXEMPT STATUS: Full-time, Non-Exempt, Benefited

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 incumbent 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, develop and implement protocols, procedures, and processes that enable the Timpany Center to maximize its business and community outreach strategies.

ESSENTIAL DUTIES & 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, e.g., safety, training, employee evaluations, corrective actions, and staff or customer related issues and concerns.

3. The lead oversees and drives enforcement of the facility's rules of conduct among TC staff, clients, and customers, areas of rental (including pool maps) and contractually agreed-upon rental items.
4. 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.
5. 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.
6. 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.
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 include membership numbers and fitness class enrollments. The report specifically will include revenue and expense reports (basic) for all areas that the lead directs.
10. Maintains office, first aid, and maintenance supplies. Tracks usage. Suggests lower cost alternatives.
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, assignment, guidance, advice, and training to hourly staff in all phases of Timpany Center operations.
- Collaborates and coordinates with other staff to ensure streamlined operation of the entire facility.
- Interacts with all levels of SJSU and Research Foundation staff, as well as other internal and external clients, customers, and vendors.

SUPERVISORY RESPONSIBILITIES

- Supervises, trains and schedules for interns, fitness instructors, personal trainers, front desk and special events staff.
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QUALIFICATIONS

Education and Experience

- Four-year degree from an accredited college or university in Kinesiology, Recreation, or a closely related field.
- 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.

Knowledge, Skills, Abilities Required

- Working knowledge of principles and practices of aquatic/fitness program development and administration for special populations; specifically those with obesity, disabilities, and advanced age.
- General knowledge of modern office practices and procedures, to include solid proficiency in Microsoft Office Software (Word; Excel; Power Point).
- Ability to multi-task and work in a fast paced environment with multiple tasks and deliverables. Must follow through on projects and tasks to resolution.
- 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.
- Able to establish and maintain effective working relationships across all levels of the organization and with outside agents, clients, and vendors.
- Certifications Required:
 - Lifeguard/First Aid
 - CPR/AED for the Professional Rescuer or CPR/AED for Lifeguards.

Physical Requirements

- Must be able to operate a PC including mouse and keyboard.
- Must be able to operate general office equipment.
- Must be able to sit for extended periods of time.
- Visual acuity associated with concentrated computer use.
- Must be able to walk, run, jump, climb, swim, sit, lift and carry equipment up to 45 pounds.

Complexity of Duties

- Exercises fairly independent judgment in developing methods and evaluating criteria for achieved results.
- Work has high impact on department's ability to provide effective customer service and ability to meet deadlines.
- Works with minimal direction on assigned projects/programs.
- Works on a variety of projects at any given time – multi-task.
- Ability to work both individually, as well as in a group/team effort.

NOTE: This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant. **Additionally**, 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. This background check must be completed before the actual start of employment.

BENEFITS

SJSURF provides excellent benefits package to benefited employees. **The comprehensive benefit package includes:**

- a) Ten company subsidized CalPERS health insurance plans to choose from (employee contributions differ according to plan and level of coverage).
- b) Employer paid dental and vision for both employee and eligible dependents.
- c) Life, AD&D, LTD with supplemental coverage opportunities.
- d) 13 paid federal & state holidays.
- e) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer contribution component, which vests immediately.
- f) Vacation hours accruals and separate sick hours accumulations.
- g) Employee discounts.
- h) Paid training and professional development conferences.

SJSURF provides excellent benefits package to benefited employees. Please visit [Benefits & Compensation page](#) to get more details.

APPLICATION PROCEDURE

To apply for this position, an applicant must submit a formal application for employment, as well as a resume and a cover letter. The applicant may do this via e-mail. The formal employment application is located on the SJSURF website on the [Forms page](#). **Due to the COVID-19 health crisis, all candidates must submit their application materials to foundation-jobs@sjsu.edu.**

Please address your formal application, your resume, and your letter of interest directly to:

San José State University Research Foundation
Attn: HR/Job Code: **OPS LEAD TC**
E-mail: Foundation-jobs@sjsu.edu

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.

REASONABLE ACCOMODATION

The San José State University Research Foundation (SJSURF) is committed to providing access, equal opportunity and reasonable accommodation for individuals with physical or mental disabilities in the employment, recruitment, examination, hiring and interviewing processes. If you are a job seeker with a physical or mental disability and require a reasonable accommodation to search, apply, or interview for a job opening or otherwise need a reasonable accommodation during the application and hiring process, please contact us at foundation-jobs@sjsu.edu. In the email message, please indicate your full name, phone number and the type of assistance required. You must not reveal the underlying medical reason for your needed reasonable accommodation or otherwise disclose confidential medical information.

ABOUT THE SJSU RESEARCH FOUNDATION

SJSURF employment is separate and distinct from San José State University or state of California employment. SJSURF employees are not employees of SJSU or of the state of California.

SJSURF is a non-profit auxiliary of San José 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.

SJSURF is an equal opportunity employer and does not discriminate on the basis of race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition, sex, genetic information, sexual orientation, military and veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.
