



Fitness & Facility Operations Coordinator

GENERAL OVERVIEW

The Fitness & Facility Operations Coordinator manages the day-to-day operations of the Group Fitness Hub, including personnel management, the customer experience, collaboration on special events with campus partners, policy development and implementation, and studio/equipment management with an emphasis on teamwork with the Group Fitness Hub staff to ensure optimal delivery of programs and safety. A key focus of the role is supporting student development and well-being. As a part of the Campus Recreation team at the University of Vermont, this role aligns with and upholds the mission and values of the department and university. This position is an on-site position which requires the incumbent to complete their work primarily on campus.

ESSENTIAL AREAS OF RESPONSIBILITY

PERSONNEL MANAGEMENT

- Hires, trains, develops, evaluates, manages, and leads a dynamic and motivated team of student staff for the Group Fitness Hub (35-45 students).
- Supports Campus Recreation student development initiatives through program planning and delivery.
- Manages staff schedule using online scheduling software.
- Processes payroll for all Group Fitness Hub staff.
- Provide on-going training and support for staff through the design and implementation of staff training programs and effective staff meetings.
- Prepare, coordinate, and deliver risk management/emergency action plan-related training and assessments.
- Serve on department student development committee.

PROGRAM MANAGEMENT

- Manages daily operations of the Group Fitness Hub, including schedule adjustments, risk management support, technology troubleshooting, participant check-in monitoring via RecTrac, and coordination of pass and equipment sales.
- Coordinate, plan and execute fitness and wellness special events, private events, and classes.
- Coordinate facility schedule through facility scheduler and software platform.
- Collaborate with campus partners to support supplemental fitness programming and involvement opportunities for campus community members.
- Participate as a representative of Campus Recreation at university programs and events, such as, but not limited to: Family Weekend, Homecoming, Orientation, Tabling Events, and New Employee Orientations.
- Manage all injury and incident reports.

FACILITY MANAGEMENT

- Manage and support Group Fitness Hub facility access.

- Responsible for facility management of the Group Fitness Hub Studios, equipment, and associated technology.
- Coordinate and implement a cleaning, organization, and maintenance plan for facility studios, risk management supplies, and equipment.
- Monitor and manage technology performance, including documentation and coordination of maintenance and repairs with contracted vendors.
- Serve on departmental risk management committee and develop emergency policies and procedures related to Group Fitness Hub facilities and operations.

CUSTOMER EXPERIENCE MANAGEMENT

- Responsible for bridging the gap between customers and Campus Recreation brand to ensure that touch points across the customer's journey are engaging, efficient, and effective.
- Guides frontline team in effective customer issues resolution and handling of any complaints and issues.
- Responds to customer inquiries in a timely and effective manner.
- Assess customer concerns and employ sound judgment to resolve issues and incidences.
- Assist in developing, executing, and communicating program policies, procedures, and protocols, which are framed around excellence in programming and fostering sound risk management practices.

FISCAL MANAGEMENT

- Monitor and manage fitness operations operational budget.
- Assess and recommend programmatic equipment needs Assistant Director, Fitness Programs.
- Coordinate invoices for special events and programs, when required.

PROGRAM ASSESSMENT

- Assist in developing and implementing assessment(s) protocols for fitness programs.
- Review program reports, participant evaluations, statistical data, and other relevant information to make recommendations on scope, size, and nature of future fitness programs.
- Participate in strategic planning processes and make recommendations regarding the strategic direction of fitness programs, group fitness facility, and staff and customer experiences and planning to the Assistant Director, Fitness Programs

OTHER DUTIES

- Serve on campus and/or departmental committees where and when appropriate.
- Other duties as assigned to support department mission, vision, and goals.
- Position may require working early mornings, evenings, and weekends. Additional hours may be required during peak periods.

REQUIRED QUALIFICATIONS

- Bachelor's degree in exercise science, recreation, physical education, health and wellness or related field.
- CPR/First Aid/AED Certification (or ability to obtain within three (3) months of hire date)
- Minimum of one-year professional experience in collegiate setting (every year served as a graduate assistant counts for .5 years of professional experience)
- Experience with a wide variety of software platforms
- Commitment to diversity, equity, and inclusion

PREFERRED QUALIFICATIONS

- Master's degree preferred.
- NCCA accredited fitness professional.
- Experience teaching a variety of group exercise classes.

APPLICATION

- Apply via uvmjobs.com.
- Review of applications will begin immediately; position is open until filled.

ABOUT UVM

The University of Vermont combines faculty-student relationships most commonly found in a small liberal arts college with the resources of a major reach institution. The university of home to approximately 13,000 undergraduate, graduate, and medical students and 4,125 full and part-time faculty and staff. Located in Burlington, Vermont (perennially voted one of America's most exciting small cities), UVM;'s setting in a valley on the shores of Lake Champlain, between the Adirondack and Green Mountain ranges, inspires visitors and residents. UVM is within 30-45 minutes of the Green and Adirondack mountains, one and a half hours from Montreal, three hours from Albany, New York, and three and a half hours from Boston. [Learn more about UVM.](#)

ABOUT UVM CAMPUS RECREATION

UVM Campus Recreation strives to provide a variety of high-quality programs, services, and facilities to meet the recreational interests of a diverse student body. Our efforts are focused on activities that create positive social interaction, opportunities for education and development, and the promotion of healthy lifestyles. UVM Campus Rec aims to provide these opportunities within a welcoming and inclusive environment for all individuals regardless of race, ethnicity, religion, spirituality, gender, gender identity/expression, age, sexual orientation, ability, veteran status, socioeconomic status, national origin. [Learn more about UVM Campus Recreation.](#)