

GARRETT COLLEGE  
JOB DESCRIPTION

TITLE: Building Manager

JD #

I. GENERAL RESPONSIBILITIES:

The Building Manager provides customer service to members and guests utilizing the Community Aquatics and Recreation Complex (CARC).

II. POSITION REPORTS TO:

Program Director of the Community Aquatics and Recreation Complex (CARC)

III. RESPONSIBILITIES: (Illustrative Only)

- 1) Greets members and guests, extending exemplary customer service skills at all times.
- 2) Answer telephone calls and route to others as required.
- 3) Closes-out the cash drawer and completes paperwork at the end of shift.
- 4) Presents a professional appearance and attitude at all times.
- 5) Attends and participates in required in-service trainings.
- 6) Sells memberships and Point-Of-Sale (POS) items as requested.
- 7) Assists members in signing up for group fitness classes using web-based software.
- 8) Assists with opening and closing the facility as needed.
- 9) Accesses the web-based software to obtain information to assist members and guests.
- 10) Perform general office skills.
- 11) Performs other duties as assigned.

IV. SKILLS AND KNOWLEDGE

The Building Manager should provide excellent customer service to members and guests. S/he will understand, educate, obey and enforce all facility and pool rules. S/he will follow verbal and written directions. S/he will complete paperwork as required. S/he will possess excellent communication skills and telephone etiquette. S/he will have general accounting skills. S/he will have general computer skills and an understanding of the Microsoft Office suite.

V. QUALIFICATIONS  
High school graduate

VI. PHYSICAL DEMANDS:

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. Some climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, and repetitive motions.

VII. SPECIAL REQUIREMENTS: None

VIII. FLSA STATUS: Non-Exempt

IX. CLASSIFICATION:

X. CATEGORY: A

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President (or Designee) Date

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Employee Date

New Position: 10262012

Revised Date: 11172016