

## **TUS Athlone Campus**

AIT Sportsco Ltd. is a wholly owned subsidiary of the Technological University of the Shannon: Midlands Midwest. Its vision is to become a centre of excellence by providing a holistic approach to sport, fitness, sport science, conference and events. As part of our continued growth and we are currently recruiting for the following positions which are based in the Arena on the TUS Athlone Campus (formerly AIT).

### **DUTY MANAGER – Full Time**

- ✓ Requires a high level of flexibility - regular evening / weekend shifts
- ✓ Salary €37,725 per annum
- ✓ 1 years' previous experience in a similar management / supervisory role essential
- ✓ Degree/Diploma in Recreation & Leisure Management, Degree in Sports Science

### **FRONT OFFICE ASSISTANT – Part Time**

- ✓ 27.5 hours per week over 5 days, typically 9am – 2:30pm - Flexible
- ✓ Hourly rate €13.52 per hour
- ✓ Optional Unpaid Leave During Summer Months
- ✓ Previous Experience as a Receptionist or Front Desk Assistant in a Busy Hotel or Leisure Business Is A Distinct Advantage - But Not Essential

### **FITNESS INSTRUCTOR – Full Time**

- ✓ Hourly rate €13.52 per hour
- ✓ 1 years' previous experience in a similar role Essential
- ✓ NCEF/NCEHS Instructors Certificate (or equivalent) Essential
- ✓ Degree/National Diploma in Recreation & Leisure Management or Degree in Sports Science
- ✓ REP's Ireland membership

**The closing date for receipt of applications is 5pm Monday 8<sup>th</sup> May 2023**

Further details are available on the TUS and AIT Sport website and social media

***Please forward your C.V along with a cover letter outlining the position you are applying for and your suitability to Paul.Coburn@tus.ie***

## **Job Description – DUTY MANAGER – FULL TIME**

### **Essential Qualifications**

- NCEF/NCEHS Instructors Certificate (or equivalent)
- Degree/National Diploma in Recreation & Leisure Management or Degree in Sports Science
- Minimum 1 years' experience in a similar management / supervisory role essential

### **Desired Qualifications**

- REP's Ireland membership
- Strength and conditioning qualification
- Athletics Ireland Coaching qualifications

### **Key Duties**

- Support membership sales and promote activities within and outside the Institute.
- Coordination and organisation of all events/competitions (athletic, sporting, non-sporting, birthday parties and children's activities) managed by AIT Sports Co.
- Manage event, contract staff and support sports scientists, operations manager and gym team when needed.
- Administrator for Leisure Management IT system thus ensuring AIT Sports Co bookings for facilities and activities are scheduled and recorded on the system.
- Processing POS transactions and reconciling same following the correct protocols.
- Stock control – cleaning, first aid, activity supplies, ordering, generating PO's, reconciling deliveries all within budget.
- Assisting with rostering, invoicing, and any other administration duties assigned by the operations manager.
- Liaising with catering manager/estates personnel and other departments within the Institute in relation to the daily running of the facility, upcoming events and for both internal and external bookings.
- Dealing with any complaints as they arise and resolving and reporting same.
- Camp and team building day management
- Deliver customer and member retention programmes including fitness assessments, health screening and work-out programmes
- Teach an extensive range of group exercise classes including exercise to music classes.
- Assist the Operations Manager with implementation of the fitness and exercise class and other programming.
- Deliver service excellence through the implementation of all operational procedures to ensure the highest levels of member service including cleaning duties in the gym, studios, member changing areas and throughout the facility.

- Supervisory duties relating to all AIT Sports Co facilities including the Multi-Purpose Hall, Outdoor Athletics Track and Outdoor Pitches.
- Implementation of other non-gym based activities including children's physical exercise activities, sports camps, seniors exercise activities, sports team fitness testing, athletics meetings etc.
- Carry out Health and Safety checks and ensure full implementation of health and safety procedures including regular maintenance of gym equipment.
- Ensure facilities are set-up for all scheduled activities. Carry out hygiene checks and cleaning duties as necessary. Maintenance of sports equipment & first aid equipment.
- Cash Management – collecting payment for activities and ensuring adherence to cash control procedure.

This role requires a high levels of flexibility in relation to hours of work including regular evening and weekend work and split shifts.

#### Key Competencies

Adaptability, Flexibility, Team Player, Integrity, Customer Focussed, Commercially Aware and an ability to multi task.

Must have previous experience in teaching group exercise classes.

## **Job Description – FRONT OFFICE ASSISTANT – Part Time**

Working very closely with the Management team the Front Office Assistant plays a pivotal role in the overall operations of the business through delivering excellent customer experience, scheduling bookings and overall responsibility for a range of daily, weekly and monthly administration tasks.

### **Front Office Assistant Essential Skills**

- **Excellent Customer Service** – in person, via email and on the phone.
- **Extensive IT Skills** – Use of Microsoft office packages and previous experience using a leisure management / booking system (Legend) is essential. In addition this role includes regular use of other IT systems including room booking software (Scientia) and finance package (Agresso)
- **Attention To Detail** – ability to capture detailed customer requirements and record same in Booking Contracts / E-mails
- **Multi-Tasking** – perform a variety of operational and administration duties while engaging with customers.

### **Front Office Assistant Experience**

Previous experience in a very busy front desk role within a Hotel or Leisure Centre is a distinct advantage - not essential

### **Key Duties**

- Liaise with all customers to ensure a high level of customer service e.g. identifying booking requirements, IT requirement, assess availability for bookings of classrooms, birthday parties, athletic events etc.
- Liaise with internal TUS departments including Estates, IT, HR, H&S, Exams & Internal bookings to deliver on customer's bookings and events requirements.
- Administration including setting up new customers for invoicing, creating purchase orders, preparing daily, weekly and monthly booking reports, creating and issuing contracts, ordering print materials & office supplies.
- Ensure bookings reports/calendars/requirements are highlighted and updated on a regular basis. Send to relevant stakeholders as necessary.
- Facilities bookings, Key contact for customers ranging from sports teams to conference organisers. Meet and greet, answer all emails/calls/general queries, respond in a professional and prompt manner.
- Utilise the Leisure Management IT system, room booking systems to ensure all customers and their activity bookings are scheduled and recorded on the system.
- Cash Management – reconciliation of monies to ensure adherence to cash control procedure. Preparing bank lodgements.
- Additional duties as assigned by your line manager.

### **Key Competencies**

Adaptability, Efficient, Team Player, Integrity, Customer Focussed, Commercially Aware and Multitasking

## **Job Description – FITNESS INSTRUCTOR – Full Time**

### **Essential Qualifications**

- NCEF/NCEHS Instructors Certificate (or equivalent)
- Degree/National Diploma in Recreation & Leisure Management or Degree in Sports Science
- Minimum 1 years' experience in a similar role

### **Desired Qualifications**

- REP's Ireland membership
- Strength and conditioning qualification
- Athletics Ireland Coaching qualifications

### **Key Duties**

- Deliver customer and member retention programmes including fitness assessments, health screening and work-out programs.
- Teach an extensive range of group exercise classes including exercise to music classes.
- Assist the Operations Manager and Duty Managers with implementation of the fitness and exercise classes and other programming.
- Deliver service excellence through the implementation of all operational procedures to ensure the highest levels of member service including cleaning duties in the gym, studios and member changing areas and throughout the facility.
- Supervisory duties relating to all AIT SportsCo facilities including the Multi-Purpose Hall, Outdoor Athletics Track and Outdoor Pitches.
- Implementation of other non-gym based activities including children's physical exercise activities, sports camps, seniors exercise activities, sports team fitness testing, athletics meetings etc.
- Occasional Duty Manager shifts with additional tasks including facilities bookings, meet & greet sports teams.
- Utilise the Leisure Management IT system thus ensuring all AIT SportsCo members and their activity booking are scheduled and recorded on the system.
- Carry out Health and Safety checks and ensure full implementation of health and safety procedures including regular maintenance of gym equipment.
- Ensure facilities are set-up for all scheduled activities.
- Carry out hygiene checks and cleaning duties as necessary.
- Maintenance of sports equipment & first aid equipment.
- Cash Management –collecting payment for activities and ensuring adherence to cash control procedure.

### **Key Competencies**

Adaptability, Flexibility, Team Player, Integrity, Customer Focussed