

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Athletics & Recreation Student Experience Clerk
DEPARTMENT:	Athletics
CLASSIFICATION:	Clerk B
WAGE GRADE:	WG 30
EMPLOYMENT DEFINITION (STATUS):	Full-time Support (9 months – August to April)
SUPERVISOR (POSITION TITLE):	Director, Athletics
DATE CREATED:	April 2026

SUMMARY OF FUNCTIONS:

Reporting to the Director, Athletics, the Athletics & Recreation Student Experience Clerk plays a supporting role across athletics, campus recreation, and student wellness-related activities within the Athletics Centre. This position provides guidance in customer service and front desk operations, ensuring a positive, welcoming, and inclusive first point of contact for students, faculty, staff, and visitors.

The role supports and facilitates NUSAC (campus recreation), student sport clubs, group fitness programming, and other student experience and wellness initiatives, with an emphasis on operational consistency, high-quality service delivery, and meaningful student engagement. The clerk contributes to the coordination and administration of non-varsity programming that strengthens student connection, wellbeing, and a sense of belonging within the campus community.

DUTIES & RESPONSIBILITIES:

Customer Service & Front Desk Operations (35%)

- Serve as a welcoming and professional first point of contact for students, faculty, staff, and visitors to the Athletics Centre
- Provide accurate information regarding athletics, campus recreation, group fitness, sport clubs, and related programs, services, and facilities
- Facilitate daily front desk operations including phone inquiries, access control, equipment sign-out, and issue resolution
- Support the scheduling, oversight, and daily direction of student staff supporting front desk and customer service functions
- Assist with coordinating scheduling conflicts, facility inquiries, and service-related concerns in a student-centred and solutions-focused manner
- Contribute to maintaining a safe, inclusive, and accessible environment for all users of Athletics facilities

Campus Recreation, Sport Clubs & Student Experience Oversight (25%)

- Provide day-to-day coordination and administrative oversight of NUSAC (campus recreation) programs and activities
- Assist with student sport clubs, including registration, onboarding, and general administrative coordination
- Coordinate sport clubs registration and onboarding processes

- Serve as a primary administrative contact for student sport clubs and campus recreation participants
- Support student leadership involved in campus recreation and sport clubs
- Assist with planning, coordination, promotion, and evaluation of campus recreation and sport club activities
- Collaborate with campus partners on student experience, wellness, and engagement initiatives

Group Fitness & Wellness Programming

(15%)

- Coordinate group fitness schedules, space bookings, and instructor coverage
- Support recruitment, onboarding, and scheduling for group fitness instructors
- Support wellness initiatives and events

Administrative & Operational Support

(15%)

- Assist with scheduling, record keeping, reports, and data tracking
- Support hiring, training, and scheduling of student staff

Equipment, Facility & Program Support

(10%)

- Support coordination and tracking of equipment
- Assist with facility set-up and take-down
- Report maintenance or safety issues

Other duties as assigned.

QUALIFICATIONS:

Education: Two-year diploma in office administration, recreation, sport management, or a related field.

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- One to three years of relevant experience
- Experience in a post-secondary educational setting would be an asset
- Training in First aid, CPR, would be considered an asset
- Experience with computer applications (i.e., MS Office, Ellucian, SharePoint, Adobe, Internet)
- Tact, diplomacy, and good decision-making skills
- Excellent interpersonal skills
- Excellent organizational, prioritization and time management skills
- Ability to judge situations and determine appropriate responses
- Knowledge of post-secondary policies/procedures
- Excellent oral and written communication and problem-solving skills
- Ability to work independently and demonstrate initiative with minimal supervision
- Ability to use discretion and maintain confidentiality
- Able to adapt to respond to changing priorities and urgent requests
- Capacity to maintain accuracy and attention to detail
- Sound knowledge of administrative practices/procedures
- Other Database/Data Management software systems
- Web Browsing and General Email Systems
- Must be bondable and receive a negative Criminal Record Check (i.e. have not been convicted of a criminal offence for which a pardon has not yet been granted)

RELATIONSHIPS/CONTACTS:

Supervised by: Director, Athletics

Internal Contacts: Faculty, staff and students

External Contacts:

- General Public
- Parents/Supporters

MATERIALS UTILIZED:

- General office equipment
- Athletics Equipment

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Lifting and moving equipment or supplies weighing up to 30 pounds
- Performing tasks that involve physical exertion or repetitive motion
- Frequent and unexpected interruptions
- Separate workstation
- Occasional evening and weekend work may be required to assist with special events and hosting responsibilities
- High traffic flow in the area

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date