All job functions of the Office Supervisor will be carried out under the direction of the Director. The Supervisor will be expected to provide daily feedback regarding all job functions and program development.

PROGRAM SUMMARY

Mission of the Mini U Programs:
1. Develops children and youth as educated leaders in physical activity for young people.
2. Provides a context for experiential education of students in degree programs to develop, disseminate and discover the benefits of working with children and youth in the promotion of physical activity.
3. Provides excellent and inclusive recreation/sport and educational experiences to young people.
4. Promotes the Faculty of Kinesiology and Recreation Management and the University of Manitoba as destinations for post-secondary education.
5. Contributes to the creation and dissemination of physical activity knowledge.

Our Vision: To be recognized locally and nationally as a leader in providing evidence-based programs while actively collaborating in the creation and dissemination of physical activity knowledge. Mini U Programs develops excellent, innovative leaders and provides stimulating, quality programs for children and youth that reflect the values of inclusiveness, fair play and healthy development.

OFFICE SUPERVISOR GENERAL RESPONSIBILITIES AND DUTIES

Administration
- Coordinate and complete the collection/reconciliation of required participant personal information prior to children participating in programs.
- Actively contribute to the creation of program class lists, customer ‘group with’ requests and employee class assignments.
- Actively contribute to the management and creation of program schedules (including the execution of urgent schedule changes).
- Manage electronic employee notifications messages and support requests.
- Execute the purchasing of camp supplies/materials within University of Manitoba policies ensuring expenses do not exceed budget allowances provided by the Program Coordinators and Director.
- Communicate with University of Manitoba staff and departments regarding purchasing, finance, payroll, customer service, facilities, marketing and active living programs.
• Ensure all office supplies, materials and equipment are clean and left in their original state at the end of the summer.
• Ensure program information, computer files, camp supplies and all other Mini U Programs materials found in the Mini U Programs office are stored in an organized manner and appropriate storage areas.
• Actively contribute to other administrative needs (e.g. scheduling, facilitating school groups, etc.) of the Mini U Programs as opportunities present and/or are assigned.
• Support program communication and signage needs (plan, order, design).

Customer Service
• Receive, facilitate response to and/or respond to customer and employee inquiries (i.e. in-person, email and phone) regarding program content, staff, policies, schedules, activities and their overall satisfaction.
• Communicate with parents/guardians regarding: the medical and/or special needs of registered participants, their child’s behavior and children who are upset and/or ill.
• Ongoing management of participant personal information including: the preparation of program groups, group lists and staff access using the department ‘group list’ application.
• Contribute to the delivery of exceptional customer experiences by successfully caring for all children attending Mini U Programs and providing positive experiences for children, youth and their families while at the University of Manitoba.
• Communicate with children and youth regarding their experiences and behavior at camp. This includes helping young people find interests, enjoyable activities as well as facilitating learning opportunities and ways to change undesirable behavior.
• In collaboration with Administrative staff, oversee the supervision, safety and health of all children and youth attending Mini U Programs. This includes: coordinating the proper signing in/out of children, tracking the attendance of all participants, utilizing emergency first aid and CPR skills and working with first aid staff.
• Collaborate with the Customer Service Supervisors and Representatives while providing service and assisting customers through inquiries and concerns.

Leadership
• Collect, organize and assist with employee onboarding (letters of offer, acceptance and communication regarding the first day of employment).
• Contribute to the facilitation of employee training sessions.
• Provide support to Leaders who seek assistance with participant behavior modification.

Other
• Other duties as assigned by the Director or Program Coordinators.