

Student Building Manager



University Center

Department - University Center

Job Title - Student Building Manager

Supervisor Name, Email, and Phone Number -

Katie Knetzer, mccombka@webster.edu, 314-246-6978, Director of University Center
This position would also be supervised by Information Center – Student Supervisor.

Purpose of Job - Student Building Managers (SBMs) assist with general building operations of the University Center and serve as representatives of the department. Responsibilities include building operations, event support, staffing the Information Center, and providing clerical assistance to the department. SBMs must exercise strong interpersonal skills and sound judgment in dealing with the public in a variety of situations.

Job Duties and Responsibilities -

A. GENERAL BUILDING OPERATIONS

- Open and close facility at appropriate times.
- Set up rooms for meetings and special events with tables, chairs, and audio/visual equipment.
- With assistance, set up and remove the floor cover in the gym for large-scale events.
- Make hourly tours of the building to insure that all areas are functioning properly, track setups, keep statistics, and report any problems or unusual incidents.
- Monitor building and take appropriate action to maintain a proper environment and security.
- Monitor group usage of the facility to ensure adherence to building policies and procedures.
- Respond to unusual occurrences such as vandalism, theft, fire, and injury; report problems to appropriate university staff. Enact emergency procedures when necessary.
- Check meeting rooms prior to the beginning of meetings and events. Greet meeting sponsors, and provide additional assistance that may be needed.
- Make observations and suggestions to UC full-time staff aimed at improving operations and programs.

B. INFORMATION CENTER OPERATIONS

- Be knowledgeable of university resources, activities, and programs to accurately provide information to customers.
- Accurately communicate information to patrons purchasing memberships to the pool and fitness center.
- Maintain official lost and found location.
- Convey accurate information regarding the campus and events to customers.
- Perform cash transactions for event fees.
- Support the mission of the University, the Student Affairs division, and the University Center department in performing other duties as assigned.

Qualifications -

- Be a full-time student of Webster University.
- Maintain a 2.5 GPA. A staff member whose semester or cumulative GPA falls below 2.5 will be on probation. He/she will have to develop a strategy with the supervisor on how the grade will be brought up. Failure to raise GPA to 2.5 within the following semester could result in termination.
- Display superior customer service abilities in addition to strong interpersonal and communication skills.
- Demonstrate an ability to initiate various tasks and a willingness to accept responsibility.
- Display an enthusiastic and positive attitude about the University Center and the campus.
- Be reliable, flexible, and punctual.
- Maintain a professional, neat appearance and a positive demeanor.
- Must uphold and abide by all University, federal, state, and local regulations and policies.

Physical Demands - Must be able to lift up to 30 pounds to move furniture and equipment.

General Information - This position is a learning experience supervised by the Director of the University Center, who will meet with the student regularly to provide direction and support. The Director will give written and oral evaluations at least two times per year to assist the student with the achievement of his/her goals and objectives.

Remuneration - \$9.45 per hour. Students who have worked in the position for two semesters and demonstrated excellent work performance are eligible for merit increases.

Hours -

- SBMs are scheduled approximately 10-15 hours per week but are expected to maintain a flexible schedule to work additional evening and weekend hours as needed.
- SBMs are expected to provide availability of at least 20 weekly hours. The supervisor will then assign approximately 10-15 working hours within that availability for each SBM's regular weekly shifts.
- Student employees must not exceed 20 hours of work per week during the school year.
- Each term, have availability of AT LEAST:
 - one opening shift (UC upper level opening shift starts at 7:30am),
 - one closing shift (UC upper level closing shift ends at 11:00pm),
 - and one rotating Friday night shift (each staff member works at least one 5-8pm Friday shift once per term).
- Each term, work at least 5 extra hours. Extra hours are posted for set-up and removal of the floor cover in the gym, for major events, and for events taking place outside of regular building hours (typically during weekends).
- Must attend staff training. Dates will be announced once hired.
- Must attend biweekly meetings (8 meetings per semester).
- Each semester, work at least 10 hours during Finals Weeks.
- Work during Welcome Weekend in the fall semester (Thursday-Sunday before UNDG classes begin) until all shifts are covered.
- If not graduating, work Commencement Weekend until all shifts are covered.
- Work at least 5 hours during at least one break period (including fall break, winter break, spring break).

9.4.2019