

Building Manager – Parkside Student Center

Position Description:

The Parkside Student Center Building Manager is responsible for the overall operation of the Parkside Student Center in the evening hours and on weekends. Building Managers implement and monitor Parkside Student Center policies, assist Parkside Student Center customers, and provide services and equipment to those using the facilities. Building Managers supervise and instruct student employees in the proper performance of their duties during the evenings and weekends.

Supervision Received:

The Building Manager reports directly to the Assistant Director of Operations.

Supervision Exercised:

Supervises all Parkside Student Center student employees on evenings and weekends.

Duties as Building Manager:

1. Supervise the Parkside Student Center building use. Provide for the order, security and safety of the building and its occupants in the absence of or in addition to permanent staff.
2. Enforce and promote the Student Center's reservation, promotion and building use policies and protocols.
3. Be the contact person for each group using the facility before the start of their scheduled meeting or event.
4. Ensure set-ups, teardowns, custodial and facility maintenance, and audiovisual and technical equipment to meet customer's needs. Assist the Production Staff as necessary to provide successful meetings and events.
5. Be knowledgeable and competent of the building's audio-visual, general and technical equipment.
6. Be a source of information and assistance for the Student Center's patrons.
7. Maintain a reputation of professionalism through appearance, demeanor and performance.
8. Maintain proper cash handling and contract procedures.
9. Maintain cleanliness of facility.
10. Prepare reports of the building's activities based upon hourly rounds, along with an end-of-shift report.
11. Report problems to the staff member following the Student Center and/or Facilities Management emergency call list.
12. Secure and lock all Parkside Student Center facilities each evening.
13. Unlock facilities as needed and provide set up according to master reservation schedule.
14. Distribute signage, materials and check bulletin boards for proper postings.
15. Set up the directional and welcome signage for the next round of events and meetings.
16. Must attend all training and weekly staff meetings.
17. Training includes but is not limited to: proficient and competent in hazard & bodily fluid clean up procedures, mandatory reporting, general fire and emergency protocol.
18. Other duties as assigned.

Qualifications & Requirements:

- ◆ Must have a minimum cumulative grade point average of 2.75 and have 6 non-audit credits.
- ◆ Must be available to work 14-20 hours per week including weeknights, weekends, vacation break periods and some holidays. Weekly shift hours are determined on a semester basis.
- ◆ Addition opportunities may be offered for full-time employment during J-term, Spring Break and summer months on a limited basis. Hours for these periods and positions are assigned by the Assistant Director for Operations.
- ◆ Must have at least two full semesters remaining as UW-Parkside student at the time of application and have been on the Building Manager staff for at least one year.
- ◆ Basic computer knowledge and skills.
- ◆ Must have excellent customer service skills.
- ◆ Possess excellent leadership and problem-solving skills and be able to determine priorities.
- ◆ Adhere to Student Employee Handbook, uniform dress policy and attend mandatory trainings.
- ◆ Flexible hours and willingness to help with timely deadlines.
- ◆ Must carry the Building Manager cell phone and radio.
- ◆ Read the reservations schedule daily and interpret setup and technical needs.

- ◆ Operational knowledge of telephone, copier, and audio-visual and technical equipment preferred.
- ◆ Must be able to lift 50 pounds.
- ◆ Ability to be certified in Responsible Beverage Service, CPR and First Aid.
- ◆ Performance reviews are conducted with the supervisor at least once per semester. Self-management is a must and self evaluations are continuous.

Skills Gained:

Interpersonal Communication
 Problem Solving
 Time Management

Teamwork
 Resourcefulness
 Initiative

Quality and accuracy of work
 Priority Setting
 Meeting Deadlines

Job Skills Developed in the Position:

- ◆ Communicated effectively with customers and determined their needs and offered the best possible solution.
- ◆ Accepted responsibility for overall management when professional staff not present and made decisions to meet the needs of the building.
- ◆ Understood and used master schedule to ensure events and employees were in place for customers.
- ◆ Completed logs, shift reports and other necessary paperwork.
- ◆ Confronted and managed problems that arose; including requesting assistance from proper authorities.

Wage Information and Probation:

- ◆ Entry Level: Advanced
- ◆ Starting wage: \$10.00 per hour. Both work study-eligible and non-work study students are encouraged to apply.
- ◆ Probation period for this position has been determined as month and successful completion of level one of the Production Services Knowledge Survey.