

VALPARAISO UNIVERSITY, HARRE UNION JOB DESCRIPTION

BUILDING MANAGER

Job Summary: The Building Manager (BM) is a leadership position with a high degree of responsibility in the area of facilities management. The role of the Building Manager is to reasonably meet the needs of all Harre Union guests and customers. Specifically, the Building Manager on duty is responsible for the general management and oversight of the 202,000 square foot facility and all meetings and special events taking place at that time. Additionally, the Building Manager is responsible for supervising and assisting other Union student staff; cash handling/accounting; building security; emergency procedures; and assisting the Assistant Director and Facilities Management with final room set-ups, Audio/Visual equipment, and maintaining the cleanliness of the Union.

Learning Outcomes:

As a result of serving as a Building Manager, students will be able to:

- Describe the Role of the College Union in relation to the Harre Union Mission statement and the importance of student employees in relation to building management.
- Execute quality customer service skills when working with a variety of customers and collaborating with a number of on and off-campus offices.
- Understand thoroughly the day-to-day operations of the 202,000 square foot student center, including physical facility's needs, as well as staff resources and roles.
- Communicate the importance of basic management philosophies and theories related to their individual supervision style.
- Supervise a group of their peers including possible difficult situations and discipline scenarios.
- Manage cash handling for all sales within the building.
- Utilize a wide-variety of audio visual equipment and technology resources to effectively enhance the customer and staff experience.

Core

Competencies: This position is related to the following ACUI Core Competencies: Facilities Management, Fiscal Management, Communication, Human Resource Development, Leadership, Management, Planning, Student Learning, and Technology

Supervision: This position reports directly to the Assistant Director of the Harre Union.

Hours: Approximately 8-12 hours per week including a bi-weekly weekend rotation. Early mornings and late night hours are possible and should be expected.

Qualifications:

1. The building manager must hold and maintain a minimum of a 2.25 cumulative GPA
2. The building manager must hold at least a sophomore class standing at Valparaiso University
3. The building manager must have a minimum one semester of experience working as member of the Harre Union student staff in any position, and must have received strong, positive evaluations by the Assistant Director during his or her time in that position. One year experience is preferred.
4. Must be in good standing with the University.
5. Ability to work independently with little supervision
6. Dependable and ability to follow-through with tasks.
7. Possess and display attention to detail in his or her day-to-day work.

8. Ability and comfortableness with handling large amounts of responsibility, including supervision of peers.
9. Willingness and interest in supervising peers
10. Ability to multi-task and oversee multiple projects at once.
11. Effective communication skills
12. Willingness to work and learn
13. Flexibility and problem solving ability
14. Thorough understanding of the functioning basics behind the operations of the Harre Union, specifically the Welcome Desk, Games Area, and event management and operations.
15. CPR and First Aid Certified. (Training can be provided).
16. The manager must have the ability and willingness to work weekdays, evenings, and weekends.

Responsibilities:

Building Management

- Manage all day-to-day operations of 202,000 square foot Union, including opening and closing the building.
- Complete hourly rounds of the Harre Union, checking for any and all safety and security concerns.
- Assist in recording and managing all facilities and maintenance concerns/issues in the building by working with Facilities Management and the Assistant Director.
- Address any housekeeping concerns with the help of the event services staff.
- Manage and complete all necessary room set-ups for daily meetings and events as listed in the Daily Operations/Logistics Report.
- Set up and operate audio/visual equipment, sound systems, and video projectors as needed.
- Ensure that all meeting rooms are opened for scheduled events, and locked promptly after.
- Understand and uphold all Union policies.

Employee Management

- Supervise other Union student staff members when on duty in the building, including desk attendants, event services staff, and Union Administration workers.
- Assist in troubleshooting and answering questions related to other student staff members and their roles.
- Be cross-trained in all staff areas.

Customer Relations

- Provide quality customer service to all guests entering the building including faculty, staff, students and community partners.
- Meet one-on-one with event guests to ensure completion and satisfaction with the reservation process.
- Address any concerns regarding room set-ups, additional customer needs, or last-minute reservations.

Other

- Assist desk attendants with management of lost and found system.
- Oversee general cash management for cash sales.
- Respond in emergency situations to keep staff and guests of the Union safe.
- Attend all scheduled meetings and training sessions including a weekly staff meeting.