

# VALPARAISO UNIVERSITY, HARRE UNION JOB DESCRIPTION

## SENIOR DESK AREA LEADER

**Job Summary:** The Senior Desk Area Leader is responsible for the general supervision and management of a large percentage of the Harre Union student staff, specifically the Welcome Desk and Games Area Desk Attendants. The leader oversees day-to-day operations of the staff, including all staff scheduling, staff meeting preparation and continued training. The leader is also responsible for collaborating with the Assistant Director in the hiring and selection of this staff area, as well as the evaluations of these staff members.

Additionally, the Senior Desk Area Leader serves as the lead on resource management for the Welcome Desk and Games Area. This includes organization of information resources, Digital Display board and Lost and Found, and all logistics and equipment related to the Games Area Rental Program.

Lastly, the area leader is also responsible for working with the Assistant Director and other Leadership Team members on matters such as the management of staff Informational Resources, maintenance and organization of the student employee office space, and other special projects as assigned.

### Learning

#### Outcomes:

As a result of serving as the Senior Desk Area Leader, 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.
- Communicate the importance of basic management philosophies and theories related to their individual supervision style.
- Display a high level of management and organization skills.
- Supervise a group of their peers including possible difficult situations and discipline scenarios.
- Address staff concerns and advocate for student staff members through day-to-day decisions and as part of the Employee Relations Board.
- Communicate messages through a variety of written and verbal formats to a variety of staff and campus constituents.
- Manage and organize equipment and inventory.
- Conduct and evaluate a wide-range of programs and staff trainings.
- Utilize various technologies in regards to building management, event programming, and staff resources.
- Manage overall cash usage and handling procedures.
- Understand thoroughly the day-to-day operations of the 202,000 square foot Union, including physical facility's needs, as well as staff resources and roles.

### Core

#### Competencies:

This position is related to the following ACUI Core Competencies:

Communication, Facilities Management, Human Resource Development, Intercultural proficiency, Leadership, Management, Planning, Student learning, Technology

#### Supervision:

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

**Hours:** Approximately 10-15 hours per week. Minimum of 6-8 office hours a week plus miscellaneous project time and possible coverage of various staff shifts.

**Qualifications:**

1. The leader must hold and maintain a minimum of a 2.5 cumulative GPA.
2. The leader must hold at least a sophomore class standing at Valparaiso University at the time of application.
3. The leader must have a minimum of 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. Previous management experience is preferred.
4. Must be in good standing with the University.
5. Strength in working with and supervising peers.
6. Effective communication skills, both written and verbal.
7. Ability to work independently with little supervision, as well as part of a team with other Union staff
8. Punctual, dependable, professional, and adaptable.
9. Strong skills in multitasking, prioritizing, and time management.
10. Possess and display attention to detail in his or her day-to-day work.
11. Thorough understanding of the functioning basics behind the operations of the Harre Union, specifically the Welcome Desk, Games Area, and event management and operations.
12. CPR and First Aid Certified. (Training will be provided)
13. The leader must have the ability and willingness to work weekdays, evenings, and weekends.

**Responsibilities:**

***Staff Management and Supervision***

- Collaborate with the Assistant Director in the hiring and selection of Desk Attendant Staff.
- Maintain all records, filing and important documents for Desk Attendant Staff.
- Assist with completion of all yearly Desk Attendant staff evaluations.
- Schedule the weekly, rotation, and break schedules utilizing When2Work System.
- Schedule, run, and create agendas for weekly or bi-weekly staff meetings.
- Organize and share important information related to policy enforcement and continued training.
- Oversee disciplinary procedures for Desk Attendant staff members when needed.

***Welcome Desk Management and Resources***

- Keep the Welcome Desk clean and organized for an ideal and positive image.
- Create and keep up-to-date Welcome Desk signage.
- Management of Welcome Desk inventory and resources, including maps, ticket supplies, etc.
- Marketing of Welcome Desk services to promote what is offered for customers.
- Manage the digital display screen systems.
- Assist Union Administrative Assistant with management of ticket sales.
- Organization and regularly update all Welcome Desk resources including the resource binder and online resources.

### ***Games Area Management and Resources***

- Organize the Games Area in a clean and orderly fashion with emphasis on the visibility of products to our customers. Create signage as necessary.
- Manage Games Area Resources for customers, desk attendants, and other Union staff.
- Order merchandise and supplies and maintain an adequate inventory of all goods.
- Repair Games Area equipment as needed.
- Assist in the development and enforcement of Games Area and Union policies and procedures.
- Manage and implement all Lost and Found procedures.
- Track revenue and oversee all management of rental equipment program.

### ***Training***

- Assist in the facilitation of Large Scale and Semester training of the Harre Union staff.
- Assist in the planning/facilitation of ongoing education, professional development and training.

### ***Other***

- Work with the Assistant Director and Leadership Team to manage the large scale Informational Resources. Publish and manage content to the Harre Union Google Site related to technology and staff areas.
- Serve as a member of the Employee Relations Board.
- Hold scheduled weekly office hours, accumulating to at least six to eight hours total per week.
- Meet bi-monthly with the Assistant Director and Harre Union Supervision Team.
- Cover Building Manager, Event Services, and Desk Attendant shifts as needed/necessary. The leader will be/must be cross trained as a Building Manager, Event Services, and Welcome Desk/Games Area Desk Attendant (Training provided).
- Other duties and projects as assigned/needed.