

VALPARAISO UNIVERSITY, HARRE UNION JOB DESCRIPTION

SENIOR TECHNOLOGY AND OPERATIONS LEADER

Job Summary: The Senior Technology and Operations Leader is responsible for the general supervision and management of a large percentage of the Harre Union student staff, specifically the Event Services Staff. 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 Technology and Operations Leader will provide logistical support to the Harre Union Conference Center and its staff regarding technology needs and equipment. He/she will oversee all Audio Visual equipment used throughout the facility; he/she will manage inventory and maintenance of items and organization of technology storage areas. The Senior Technology and Operations Leader will also provide one-on-one consultation to customers in need of specialized A/V and technology requests. Lastly, he/she will assist with student staff training related to technology equipment.

The Senior Technology and Operations Leader will serve as a member of the Leadership Team, assisting with large-scale planning for staff hiring, selection, training and continued development. Additionally, this assistant must hold regular office hours and meet with the Leadership Team on a regular basis, in addition to covering available shifts when necessary.

Learning Outcomes:

- As a result of serving as the Senior Technology and Operations 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.
 - Utilize various technologies and computer software programs in regards to building management, event programming, and staff resources.
 - 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.
 - Execute quality customer service skills when working with a variety of customers and collaborating with a number of on and off-campus offices.
 - Communicate messages through a variety of written and verbal formats to a variety of staff and campus constituents.
 - Manage and organize equipment, inventory, and all related technology information.
 - 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.
 - Create large-scale and continued training opportunities and resources for staff members.

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 10-12 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.
4. Must be in good standing with the University.
5. Punctual, dependable, professional and adaptable.
6. Displays quality attention to detail and ability to prioritize and multi-task.
7. Ability to work independently with little supervision, as well as part of a team with other Union staff.
8. Effective communication skills, both written and verbal.
9. Previous experience with basic audio visual equipment; prefer a candidate with experience programming and using Crestron.
10. Thorough understanding of the functioning basics behind the operations of the Harre Union, specifically the reservations process, event management and operations.
11. CPR and First Aid Certified (Training Provided)
12. 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 Event Services Staff.
- Maintain all records, filing and important documents for Event Services Staff.
- Assist in completion of all yearly Event Services staff evaluations.
- Schedule the weekly, rotation, and break schedule 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 Event Services staff members when needed.

Technology Management

- Manage and maintain all Union audio/visual equipment used throughout the 202,000 square foot conference center.
- Create and update accordingly the Union technology inventory list.
- Work Union Administration Staff, in collaboration Information Technology department, to purchase needed equipment and keep inventory and stock up to date.
- Submit appropriate work order requests for broken technology and process/follow-up on all repairs.
- Complete all necessary maintenance, updates, and weekly checks of equipment.
- Provide hands-on technology training for Union student staff.
- Create and update training materials and tip sheets as part of the Union handbook, training materials and additional resources.
- Update and manage two (2) Union iPads.
- Meet with customers who have specialized audio/visual needs for large-scale events in the building.

- Serve as an on-call member of the leadership team to assist with repairs and troubleshooting for audio/visual equipment.

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.