

Title: CSU Operations Lead Building Assistant

Term of Employment: Academic Year (Aug-May)

Position Abstract: The Lead Building Assistant is responsible for many of the same tasks and responsibilities as the Building Assistant. The Lead will have more experience, and thus be able to provide *better* customer service, event set-up, and other services to clients of the CSU. The Lead will also be responsible for leading shifts when Building Managers are not working, or unavailable.

Percentage of Responsibilities	Position Responsibilities/ Tasks
30%	Supervision and Personnel Management Miscellaneous <ul style="list-style-type: none"> • Lead the shift in the absence of the Building Manager • Report facility or equipment problems to Building Manager • Perform other duties as assigned
40%	Event and Facility Management <ul style="list-style-type: none"> • Daily Event Management <ul style="list-style-type: none"> ○ Unlock meeting rooms ○ Clean side rooms ○ Room setup according to Daily Report • Maintain storage rooms and equipment organization • Inspect all equipment and facilities to ensure their working condition • Report and address any issues that may impede the safety or security of facility, furnishings, or equipment • Conduct regular inventory count on setup equipment
30%	Customer Service <ul style="list-style-type: none"> • Provide extraordinary customer service to students, faculty, staff and clients of the Student Union • Perform hourly rounds to maintain the cleanliness and look of the CSU • Check all equipment prior to start of an event, i.e.—audio, video, lighting. • Review daily reports for scheduled events, setups, and technical needs.
	Learning Objectives
Event Management and Customer Service	<ul style="list-style-type: none"> • Students will gain experience in event management, working with events from scheduling to completion, coordinating multiple facets of event set up (i.e.—scheduling, technology, personnel, and equipment), adapting to unexpected customer needs, and organizing set-up and tear-down. • The Student will act as a steward of the CSU, performing tasks as requested by staff and clients alike, assisting customers in day-to-day issues, answering questions quickly and efficiently. • The Student will gain experience adapting to customer needs regarding services provided, changing layouts, adding technology, adding equipment, and reporting new issues as client needs change.

Critical Thinking	<ul style="list-style-type: none">• Students will gain experience in accurately identifying critical issues when making a decision or solving a problem, identifying needs, identifying sources of information appropriate to the problem at hand, and how to best formulate questions to clarify critical issues
Leadership Experience	<ul style="list-style-type: none">• The Student will gain experience in leading a team, organizing personnel, assigning tasks appropriate to team-members skill sets, scheduling, and training new employees.