

Title: CSU Operations Building Manager

Term of Employment: Academic Term (Aug-May)

Position Abstract: The Student leaders of the Operations team, the Building Manager is responsible for all of the duties of the Lead and Building Assistants as well. The Building Manager will be primary contact for CSU Clients. The Manager will also be responsible for handling monetary transactions, training new employees, and supervising event setups according to customer needs.

Percentage of Responsibilities	Position Responsibilities/ Tasks
20%	<p>Supervision and Training</p> <ul style="list-style-type: none"> • Enforce policies and procedures of the Student Union • Record any cash handling between the Union, Film, and Bullpen Staff, and monitor cash in the cash box • Assist in training of new student Staff
50%	<p>Event and Facility Management</p> <ul style="list-style-type: none"> • Perform and Manage the process of opening and closing the building • Review and ensure all room setups are complete and in accordance with the report and client needs • 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%	<p>Customer Service</p> <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. • Communicate with Clients prior to events, offering assistance and resolving issues that may arise
	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.