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## **University Center Student Manager Job Description**

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The Student Manager is primarily responsible for the operations of the University Center during mornings, afternoons, evenings, and weekends. Supervised directly by the Coordinator for Student and Facility Operations, the Student Manager also works in conjunction with a team of Student Managers as well as the Director, Associate Director, and other office staff. Student Managers will have prior supervisory/leadership experience and a practical knowledge of Center Operations.

### **I. Personnel Responsibilities**

- A. Assist staff in hiring and training new and returning information desk associates and managers.
- B. Hold student associates accountable in job performance and punctuality.
- C. Act as communication liaison between associates and professional staff, where possible.
- D. Conduct all interactions professionally.

### **II. Operations Responsibilities**

- A. Responsible for maintaining security and services of the Alumni Memorial University Center (AMUC), Campus Life Pavilion, and Cox Hall.
  - 1. Open and close the AMUC.
  - 2. Establish and enforce building policy.
  - 3. Share responsibility in maintaining upkeep of buildings including routine building inspections of the AMUC, Campus Life Pavilion, and Cox Hall, and assisting at the Information/Ticket Desk.
- B. Direct student associates in relation to job responsibilities.
  - 1. Complete student associate training to learn operations of the Information/Ticket Desk.
  - 2. Indirectly supervise the Information/Ticket Desk associates.
  - 3. Keep Information/Ticket Desk tidy during your shift (throw trash away, recycle papers, making sure associates don't have food/drink near the computer or papers all over the desk.)
- C. Responsible for overseeing university and community activities held in the buildings.
  - 1. Ensure readiness and monitor usage of University Center facilities for scheduled events.
  - 2. Serve as on-call staff member for clients regarding Audio/Visual and other concerns.
  - 3. Serve as a public relations and resource person to the members of groups using the building.
  - 4. Be able to lift up to 50 pounds.

### **III. Financial Responsibilities**

- A. Responsible for transactions, including counting and securing ticket sales and deposits.

- B. Monitoring and replacing tickets and other supplies.

#### **IV. Position Requirements**

- A. Must have a valid driver's license and be willing and able to complete Emory's driver certification online course.
- B. Must be comfortable with handling A/V equipment, including troubleshooting A/V issues.
- C. Management of the University Center for approximately 10-15 hours per week.
- D. Attend bi-weekly manager and all-staff meetings.
- E. Participate in training sessions, retreats, and workshops as scheduled.
- F. Meet one-on-one bi-weekly with the Coordinator of Student and Facility Operations.
- G. Perform area tasks approximately 4 hours per week, as delegated by Coordinator of Student and Facility Operations.
- H. Meet periodically with the Coordinator of Student and Facility Operations to evaluate total job performance.
- I. Become familiar with the total operation of the University Center.
- J. Student managers must be current students in good academic standing with the University, which include:
  - 1. Being a registered student at Emory at the time of application.
  - 2. Candidates must have a minimum cumulative GPA of 2.75 at the time of application and must maintain this minimum GPA throughout the duration of employment with the department. No exceptions will be made.