Building Manager Supervisor Position

Pay structure: Hourly $12.50

Hours per week: 20 – 25 hours/ week

Position Closes April 8, 2016

Job Description: This position will supervise all building manager student staff who work at the Wyoming Union Information Desk on nights and weekends. These students are employed through the Wyoming Union Events Office and are responsible for ensuring building security, enforcing building policies, following emergency procedures as well as monitoring events in the building, interacting with customers at the Information Desk and assisting event staff with event furniture set up. The person in this role updates communications for the team daily during the week. This position has a high level of accountability and autonomy. This position will have the following responsibilities:

1) Attend the Union Events Office meeting (one hour weekly) to talk through event details
2) Meet with Union Events Office Facilities Supervisor weekly to address scheduling conflicts and intended events work for building managers
3) Meet twice a month with supervisor (Special Events Coordinator)
4) Create weekly schedule for Building Managers in accordance with building hours, scheduled events and events set support needed:
   a. Schedule all shifts
   b. Monitor the trade board to ensure shifts are being picked up/communicate with students about trades
   c. Communicate with students via weekly email to explain any shifts as needed
5) Training
   a. Train all new employees – working on the shift and doing rounds
   b. Ensure all current employees are aware of policies, procedures and emergency procedures
   c. Enhance training materials & processes
   d. Organize monthly training meetings
   e. Organize one professional development session for student employees per semester.
   f. Track all completed trainings by building manager staff (Union employee training, CPR, AED, etc.)
6) Interview and hire all new student staff
7) Draft daily rounds checklist on Trello (online communication tool used to outline tasks with student staff)
8) Address student issues as necessary with a focus on student development
9) Work two “shifts” as building manager per week (at least one weekend shift every other week) and maintain office hours to work on pieces outlined above
10) Conduct student “evaluations” once per semester with a focus on student development
11) Model good communication and customer service for the student building managers
12) Communicate with the student team via weekly emails to address questions, policy issues, etc.
NOTE: Given the supervisory nature of this position, the person in this role would be expected to fill in as needed if student employees are not able to cover their shifts. This happens rarely and would certainly be addressed with support from the fulltime staff in the office as well.

Terms of Employment:
- This position is a 9 month position.
- This position will ideally begin work two weeks prior to class in fall and one week prior to classes starting in spring.
- The applicant will attend the Union Student Employee Trainings.
- The applicant will also pursue certifications for CPR and First Aid Training along with the building manager student employees.

Minimum Qualifications:
- The applicant must be a full-time master’s level student and admitted to a specific program of graduate study at the University of Wyoming.
- A minimum overall cumulative GPA of 3.0 for graduate courses, or 2.0 for Law School and 2.5 Pharmacy, is required while in the position.

Desired Qualifications:
- Ability to work with limited supervision
- Evidence of strong decision-making skills
- Ability to prioritize in time-sensitive situations
- Ability to work with people and personalities
- Strong customer service skills
- Excellent communication skills
- Knowledge of the Wyoming Union services and programs