

## **Student Building Manager**

### **Purpose**

The purpose of this position is for the assigned individual to assume certain responsibilities and oversight for both the scheduled activities and common spaces in the Student Union and manage the use and care of building equipment, furnishings, and facilities. The Student Building Manager is concerned with events, equipment functions, personnel performance, building security, coordination with other service agencies, and effectiveness of the total operation. The Student Building Manager reports directly to the Building Manager in providing the best possible services to all users of the facility.

### **Duties and Responsibilities**

- Knowledgeable of Student Union policies, procedures, and operations of Student Union facilities
- Check in with facility event users to ensure satisfaction with the room and equipment
- Assist in the training of student employees and maintain responsibility for the performance and conduct of student employees
- Familiarize self with operation and procedures for most audio-visual equipment maintained in Student Union facilities, and be capable of teaching others how to use the equipment
- Perform supervisory duties in the absence of the Professional Staff, reporting situations that may require attention
- Secure Student Union facilities by making periodic patrols, maintaining constant awareness of users of the facility, unlocking and locking appropriate doors for scheduled activities, logging in head counts or any facility issues in 7PointOps, and opening and/or closing the building
- Be able to effectively communicate with outside departments, like Aramark or Custodial Services, to ensure areas are clean and well-kept for future events
- Serve in a public relations capacity for the Student Union and the University

- Maintain a willingness to assist facility users in any reasonable request, including last minute changes and audio/visual needs, and coordinates activities with other Student Assistants and Facilities Services staff
- Knowledge of the emergency procedures and the ability to respond to emergency situations appropriately.
- Know the mission of the Student Union and strives to perform this mission to the best of their ability at all times while on duty or on the premises
- Perform other related duties as assigned

## **Qualifications**

### **Required:**

- A minimum of one year of college experience and actively pursuing a degree at the University of Tennessee, Knoxville
- Must be in good standing with the university
- Must be able to supervise student employees and work with other Student Union staff
- Must be able to be patient with union guests
- Must be able to problem-solve quickly and be able to do so without supervision.
- Must be able to work some home football games, as needed

### **Preferred:**

- Previous experience as a student employee with the Student Union
- Strong familiarity with union facilities through other organizational uses
- Previous experience in overseeing activities/planned events
- Previous experience in customer service
- Previous experience with union technology