

The Student Building Manager(s) are members of the Lane University Center team and are appointed on an at-will basis.

Duties and Responsibilities:

OPERATIONAL RESPONSIBILITIES

- Paraprofessional position acting as a public relations liaison for the Lane University Center and Frostburg State University.
- Assists in identification and solution of problems relating to building security, facilities management and physical plant, and maintenance and patron behavior.
- Maintains constant observation of building events and occupants' behavior, with the purpose of creating an atmosphere appropriate to specific building areas.
- Assigns duties and supervises approximately 20 student employees in the areas of the Information Desk, Game Room, Fitness Center, and Computer Lab.
- Advises the Director, Assistant Director, Event Management Coordinator and Technical Services Coordinator as to the direction of personnel management activities such as personal utilization, personnel authorization and labor requirements.
- Facilitate and organize events and event setups. Supervise the Lane University Center and/or Lyric Theater and associated student staff(s) during evening, weekend, and holiday operations as well as other times when directed.
- Demonstrate a solid working knowledge of the Information Desk, Game Room, Fitness Center, and Computer Lab operations. Assist persons using the Lane University Center facilities and provide exceptional customer service.
- Schedule Building Manager, Information Desk, Game Room, Fitness Center, and Risk Management staff(s) as needed or as directed.
- Implement and enforce proper procedures for building operations including opening and closing duties. Lock and secure the Lane University Center and/or Lyric Theater at the end of each night and open the building when necessary or required.
- In conjunction with other student building managers, technical student managers and professional staff, ensure the security and welfare of the building at all times.
- Become familiar with general repairs, proper cleaning and maintenance of meeting rooms and the Alice R. Manicur Assembly Hall. Ensure proper maintenance and care of Audio/Visual equipment. Responsible for cleaning, organizing, inventorying and maintaining storage areas.
- Enforce Lane University Center policies, procedures, guidelines, rules and regulations.
- Supervise and assist in cash operations, ensuring accurate and proper denominations of cash at all times. Perform operational closeouts on cash registers and money bags, verifying documentation provided by the area employee.
- Attend regularly scheduled student manager meetings and area meetings, as well as bi-weekly one on one's with Director, Assistant Director, Event Management

Coordinator, and/or Technical Services Coordinator. When required, attend Production Meetings, Event Consultations, Student Manager Meetings, etc.

- Facilitate and build exceptional and professional work relationships with campus partners including Student and Community Involvement, Lane University Center, Housekeeping, University Police, Frostburg Dining, Facilities Management/Physical Plant, etc.
- Make consistent and routine rounds, promoting the Lane University Center's customer focused philosophy. Setup furnishings and audio/visual equipment, opening and closing meeting rooms, and greeting customers utilizing the LUC and Lyric Theater.
- Inspects and evaluates Lane University Center operations with goals of system efficiency and proper employee appearance, attitude, and performance.
- Locates eligible replacements when assigned employees are absent or late. Responsible for shift changeovers, operations closeouts, etc.
- Assists with employee recruitment, selection, orientation, training and evaluation.
- Assists and advises in the development of, and changes to, operational policies and procedures.
- Assists in coordinating of building operations and building checks during shutdown periods. May be required to work during University breaks and holidays.
- Complete daily reporting on guest attendance counts, employee performance matters, reservation related requests, and facility updates to include damage, repairs needed, and general appearance.
- Perform associated administrative tasks and other duties as assigned by the Director, Assistant Director, Event Management Coordinator, or Technical Services Coordinator.

EDUCATIONAL REQUIREMENTS

Must be a mature Frostburg State University student in good academic standing. A 2.75 Cumulative Grade Point Average is required. Must have the ability to organize, direct, and supervise activities and operations within the Lane University Center and Lyric Theater. Previous experience in customer service, event supervision, facility or area operations, and student leadership is preferred.

Must have high energy level and strong communication and organizational skills to succeed.

Must possess relevant skills, and have the ability to use computers and software programs including, but not limited to, Microsoft Word and Excel, as well as electronic mail systems (e-mail).

DIFFICULTY

Complexity: The supervisor's position inherently brings with it many varied decisions. Because of the thousands of events that take place in the Lane University Center, Student

Managers are expected to discern deviations from standard policies and procedures to further the goals of the Lane University Center.

Scope and Effect: Successful efforts of the Student Manager lead to the coordinated, efficient and meaningful service the Lane University Center provides. Their job affects both patron services and facility atmosphere.

RESPONSIBILITY

Supervisory Controls: Duties assigned by the Director, Assistant Director, Event Management Coordinator and/or Technical Services Coordinator.

Guidelines: Recommends to Director both emergency and long-term areas of concern, and suggests appropriate courses of action. Must maintain open channels of communications between Director, Assistant Director, Event Management Coordinator, Technical Services Coordinator, other student managers, all student employees, as well as all staff employed by the Lane University Center.

ENVIRONMENTAL DEMANDS

Physical Requirements: Student Building Managers must do a great deal of walking. They are on their feet during the majority of the shift. They must have enough stamina to endure this on a regular basis. Frequently, they must lift, setup, and carry a variety of heavy equipment.

Work Environment: The work environment is safe, pleasant and comfortable.