



University of Connecticut Student Union Building Manager

Position Overview:

Under the limited supervision of the Student Union Building Services Manager, the Student Union Building Managers are responsible for assisting the professional staff to provide oversight and leadership for the operation of the Student Union. The Building Manager serves as the primary facility manager in the absence of the Building Services Manager and the Director.

Responsibilities:

- Oversee the operations of the Student Union, a 220,000 sq. foot building in the absence of the full-time professional staff.
- Perform the duties of the Ambassador as needed.
- Supervise and assist all student staff on duty; train and assist student staff in learning and performing daily requirements of the job
- Respond to customer questions and concerns and manage problems/situations that arise during the shift.
- Enforce department and University policies and procedures in matters related to the Student Union.
- Support an environment that encourages, values, and delivers outstanding customer service
- Open and close the Student Union.
- Assist maintenance staff with clearing and locking the Student Union at the end of the night
- Confirm that assigned staff report to work and are at assigned locations on time; check in with staff that are working throughout the shift
- Work directly with the Maintenance Staff to meet the needs of the customers of the Student Union
- Review daily set up worksheet of events and meetings

- Provide for building security and safety by patrolling on a consistent basis throughout the shift and respond to emergencies, calls for assistance, and complete incident reports
- Work closely with public safety officials including police, fire, EMT's, etc.
- Maintain responsibility for cash operations and adherence to all cash handling protocols
- Complete electronic Manager's Report, noting anything that happens
- Attend all mandatory meetings and training sessions
- Perform related duties as required.

Minimum Qualifications:

- Understand the mission of the UConn Student Union and demonstrate willingness to assist in creating an environment which reflects the Student Union goals
- Excellent interpersonal, oral, and written communication skills
- Ability to provide exceptional customer service in a positive and enthusiastic manner
- Ability to respect the rights and privileges of others and to demonstrate civility to foster an inclusive community
- Highly motivated and demonstrates a willingness to learn
- Ability to work with and supervise peers
- Ability to deal with difficult situations with a positive attitude and successfully resolve conflicts
- Ability to handle emergency situations efficiently
- Have the flexibility to work a varying schedule including nights and weekends and maintain scheduled work hours

Preferred Qualifications:

- Direct customer service experience
- Ability to use scheduling and event management software
- Available a minimum of two semester and an undergraduate student