

University Center Building Manager

Department: James R. Connor University Center (UC)

Reports To: Operations & Events Manager

Hours per week: Approximately 15-20 – Weekdays, evenings, and all weekend building hours.

Starting Wage \$12.00 per hour.

High Impact Practice – By incorporating classroom learning into hands-on work experiences as well as providing supervision and coaching, students gain the necessary tools to grow and contribute as professionals. This engagement leads to increased rates of retention, graduation, and job placement.

Position Summary

UC Building Managers are responsible for facilitating an outstanding guest experience. They monitor and enforce policies, and assist with coordinating emergency communications in the UC. UC Building Managers are responsible for confirming and assisting Setup Crew on the physical set-up of rooms and assisting customers with meetings, special events, conferences, and other activities that take place within the UC. A UC Building Manager will lead and assist other UC student employees, keep the building in an orderly fashion, monitor activities, and maintain general building decorum. UC Building Managers report all problems to the proper office or parties, and at the end of each shift complete a shift report. They are responsible for opening, closing, and securing the building daily. Successful UC Building Managers will demonstrate the ability to mentor, work with others as a team, and have outstanding verbal communication and problem-solving skills. The UC Building Managers work closely with UC guests and in conjunction with UC Setup Crew, Reservations, and Tech Crew for event support.

Tasks

Intellectual and Practical Skills

- Performs tasks in a timely and positive manner
- Works effectively in a team oriented, customer service environment
- Communicates effectively with diverse clientele
- Demonstrates good time management by arriving to work, programs, and meetings on time
- Reflects accountability through team and individual problem solving
- Monitors and empties trash/recycling from the meetings rooms and open gathering areas as needed
- Removes litter and debris from meeting rooms, bathrooms, tile, carpet, rubber flooring, ramps, steps, and elevators
- Wipes off smudges, smears, litter, and debris from UC surfaces as needed

Personal and Social Responsibility

- Demonstrates the University Center Service Pillars Model through:
 - Inclusion, Courtesy, Efficiency, Experience, and Safety
- Lives the UC brand image through the 6 Keys of Exceptional Customer Service

- Smile and Greet, Appearance, Competence/Knowledge, Communication, Go the Extra Mile, Say “Thank You” and “You’re Welcome”
- Actively supports a welcoming, safe, and inclusive environment
- Reports all problems or issues promptly to supervisor(s)/professional staff
- Has strong integrity in all areas of performance and responsibilities

Integrative & Applied Learning

- Demonstrates attention to detail and deadlines
- Maintains knowledge of and observes all office policies and procedures
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Demonstrates appropriate practical approaches to problem solving
- Demonstrates open and receptive interaction with diverse clientele
- Work collaboratively with UC departments

Prepares for future Career

- Participates in UC developmental offerings via ConnectED and other activities
- Participates in and is paid for UC wide student employee trainings and activities
- Completes semesterly evaluation of work with supervisor

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must maintain an overall GPA of 2.0 or higher

Job Specific Knowledge, Skills, and Abilities

- Demonstrates high level of personal responsibility and ability to work independently
- Demonstrates good judgment and decision making skills
- Demonstrates good verbal and written communication skills including official reports
- Interacts professionally with police, fire, and other local authorities
- Maintains a positive, professional demeanor in stressful situations
- Works well in a team environment
- Shows good organizational, problem-solving, and time management skills
- Demonstrates the ability to lift equipment, chairs, and tables up to 50 pounds, within tight timelines and/or long distances.
- After training, demonstrates the ability to operate basic computer and Audio/Visual (A/V) systems
- Cares for and handles equipment properly
- Assists the UC Reservation Office Staff with all University Center events as needed
- Assists with other similar duties as assigned

Both Work Study and Regular Pay candidates will be considered.

UW-Whitewater is an equal opportunity/affirmative action employer. We promote excellence through diversity and encourage all qualified UW-Whitewater students to apply.

Contact Information

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