

Campbell Student Union Building Manager Position Description

This individual is a part time work study/student assistant student employee. The building manager is responsible for the following duties:

- Performing rounds every half hour which include checking on all events, surveying bathrooms, monitoring pillars and walls to remove inappropriate posters, tape, and graffiti, picking up loose papers and spills, restocking bathrooms and checking all exits for possible hazards.
- Meeting with each event user prior to their event to ensure the highest possible level of customer service. The building manager will check that the set up was done according to the contract and the user has all equipment as requested.
- Check the room before and after each event to ensure no damage has been sustained to any part of the facility, including furniture, floor, walls, doors, ceiling panels, electrical outlets, or equipment loaned out by the facility, noting on the building manager log if there are any problems.
- Depending on the shift assigned, the morning shift will open the facility in the morning including all doors, turning on all lights, and securing each floor to ensure it is in proper working order. The evening shift will close the facility, ensuring that each door is shut and/or locked, all lights are off, all equipment is properly secured, all persons have exited the facility with the ONLY exception being the radio station, WBNY, who have their own egress.
- Provide a communication log for each shift they work, which includes a record of any problems or safety hazards encountered, and the resolutions to these matters, the number of people in attendance at each event, and how the events progressed throughout the shift.
- Providing the highest level of customer service to all building patrons.
- Handle all phone calls at the Information Center using appropriate protocol.
- Signing out rooms, showcases and equipment.
- Checking in and out equipment and ensuring that all items are accounted for and in good working order.

A building manager will become proficient in the following areas by conscientiously completing their building manager duties:

- Customer service skills
- Time management skills
- Problem solving skills
- Leadership skills
- Organizational skills
- Crisis management skills
- Communication skills

Some General Expectations:

There is a standard dress code. You will be informed of the appropriate attire and it must be worn at all times on duty. A smile is always part of the job! Schedules will be provided for you two weeks in advance, you are responsible for your assigned shift and if you cannot work as assigned you are responsible for finding a replacement.