UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Coordinator, Memorial Union Operations & Event Support Services

DIVISION: Student Affairs (Memorial Union)

REPORTS TO: Assistant Director, Memorial Union Operations

GRADE: 9

SUPERVISES: Student employees

BASIC FUNCTION:

Manage frontline client service area for Memorial Union Operations as a whole and provide operational support for all events in and around the facility. Coordinate the functioning of “MU Operations & Event Support Services” in conjunction with all other departmental areas that contribute to the overall operation of the Memorial Union. Work closely with student organizations and other constituents to enhance their overall Union experience. Serve as lead professional for MU Operations in the absence of the Assistant Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Recruit, interview, hire, train, schedule, supervise and evaluate all student building managers. Provide ongoing training and development for student staff as a whole.

Scrutinize service delivery by student building managers to ensure that their duties and responsibilities are carried out completely and consistently.

Work effectively with all other MU areas and URI departments, as well as business tenants and student organizations located in the facility, to provide the best possible service for our building users.

Enforce all Memorial Union building policies and uphold University fire/safety regulations. Ensure that serious violations and major incidents are reported to the proper authorities using established procedures.

Manage security alarm & surveillance systems for the facility. Address any serious transgressions working in conjunction with URI Police Department and Office for Student Life.
Manage access to all spaces within the Memorial Union by administering the distribution of key-cards and standard keys to authorized users. Maintain secure records of such.

Provide direct customer service to building users pertaining to any and all building operational concerns.

Manage year-round operation of parking lots and delivery service areas behind the Memorial Union.

Ensure that student parking attendants properly enforce MU parking regulations and document all pertinent activity.

Field all requests from staff, tenants, vendors, and other parties for any provisional parking exceptions.

Work with outside vendor as needed to service/repair parking equipment and to replenish all supplies.

Work with MU Maintenance and URI Facilities Services to ensure proper maintenance of the back lots.

Provide operational support for events held within the Memorial Union and on its adjacent grounds.

As needed, advise event planners regarding the operational aspects of such programs. Provide site tours of MU programming spaces upon request.

Oversee delivery of primary A/V services in the Memorial Union. Support work of hired contractor(s) to address the advanced A/V needs of more technically-driven events in and around the facility.

Oversee the overall security arrangements for events in the Memorial Union that may present risk to person and property. In such cases, serve as a principle point-of-contact with campus police and hired security firm.

Accommodate special requests for user access to the facility outside normal operating hours. In coordination with MU Scheduling and MU Custodial Services, make arrangements for expanded staff coverage as needed.

Train and schedule student event managers to work exclusively on behalf of any large-scale, multifaceted programs in need of additional logistical support.

**OTHER DUTIES AND RESPONSIBILITIES:**

Manage operating budget for area. Research and requisition purchases of any needed equipment/supplies.

Work flexible hours as needed, in accordance with the changing operational demands within the facility.
Be reachable during off-hours via mobile phone to respond to any emergencies reported by on-site staff.

Perform other duties and related tasks as assigned by the Assistant Director for MU Operations and/or the Director of the Memorial Union.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED:

1. Bachelor's degree;
2. Two or more years of experience in facility management;
3. Demonstrated familiarity with range of building systems, including audio-visual and security;
4. Demonstrated record of managing the operational aspects of planned events;
5. Demonstrated ability to collaborate with various institutional agencies, constituents, and tenants to achieve departmental objectives and to serve building users;
6. Demonstrated expertise in training and scheduling support staff;
7. Demonstrated expertise in supervising support staff;
8. Demonstrated organizational skills in managing customer requests for a wide range of services;
9. Demonstrated strong interpersonal skills;
10. Demonstrate ability to work with diverse groups;
11. Demonstrated strong verbal and written communication skills;

PREFERRED:

1. Master's degree in college student personnel or related field;
2. Previous experience in student union/campus center operations;
3. Direct experience supervising college students, advising student organizations, and working with diverse student populations;
4. Demonstrated competency in budgetary management;
5. Demonstrated experience in building inventory management;
6. Experience with facility management software, such as that related to scheduling (e.g., Event Management Systems [EMS], MeetingMatrix) and to security (e.g., Saflok, ExacqVision);
7. Experience with Microsoft Office applications (e.g., Word, Excel, PowerPoint);
8. Possession of current First Aid and CPR/AED certifications.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.