UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Coordinator, Memorial Union Operational 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 to all events in and around the facility. Coordinate the functioning of "MU Operational Services" in conjunction with all other departmental areas that contribute to the overall operation of the 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 employees of the area. Provide ongoing training and development for entire staff.

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

Work effectively with all other MU departmental areas and MU-based URI departments, as well as business tenants and student organizations located in the Union, to provide the best possible overall service to users.

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

Manage security/surveillance systems for the Union. Address any transgressions working in conjunction with URI Police Department and Dean of Students Office.

Administer space access for users of the Union. Maintain Union’s keycard system in conjunction with MU Maintenance (re: hardware concerns) and MU Information Technology (re: software concerns).
Provide direct customer service to Union users pertaining to any and all facility operational concerns/needs.

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

Manage year-round operation of parking lot and delivery service area behind the 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 parking service vendor for URI to service/repair parking equipment as needed and to replenish all exhaustible supplies.

Work with MU Maintenance and URI Facilities Services to ensure comprehensive maintenance of entire lot/delivery area.

Provide operational support to events held in the Union and/or on its adjacent grounds.

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

Train and schedule student event managers to work in service of any large-scale, multifaceted programs in need of dedicated operational support.

Oversee delivery of primary A/V services in the Union. Support contractual work of URI Classroom Media Assistance and/or outside vendor(s) to address more advanced A/V needs.

**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 changing operational demands within the Union.

Be reachable during off-hours via mobile phone to respond to all emergencies or any other urgent matters 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.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, printers; word processing, spreadsheet, database management and scheduling software; fax and copying machines; calculator.
ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor’s degree; Minimum two years of experience in facility management; Demonstrated familiarity with range of building systems, including audio-visual and security; Demonstrated experience managing the operational aspects of planned events; Demonstrated ability to collaborate with various institutional agencies, constituents, and tenants to achieve departmental objectives and to serve building users; Demonstrated supervisory experience; Demonstrated organizational skills; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master’s degree in college student personnel or related field; Demonstrated experience in student union/campus center operations; Demonstrated experience supervising college students and advising student organizations; Demonstrated competency in budgetary management; Demonstrated experience in building inventory management; Demonstrated experience with facility management software, for scheduling (e.g., Event Management Systems [EMS], MeetingMatrix) and for security (e.g., Saflok, ExacqVision); Demonstrated experience with Microsoft Office applications (e.g., Word, Excel, PowerPoint); Demonstrated experience with Current First Aid and CPR/AED certifications.

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