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Developed by:..BH; CS; BI
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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 operation of the Memorial Union and provide operational support to all events in and around the facility. Work closely with student organizations and other constituents to enhance their overall Union experience. Serve as lead professional for Memorial Union Operations in the absence of the Assistant Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide daily and on-going oversight of regular and special operations of the Memorial Union including, but not limited to, facilities operation, student staffing, program support, and program supervision.

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

Serve as the primary operational contact for student organizations and campus departments (including liaising with conference services for outside clients) regarding event management in and adjacent to the Memorial Union. Provide direct customer service to building users pertaining to all building operational needs. Provide operational support to events held in the facility or on its adjacent grounds.

Work collaboratively within and beyond the Memorial Union to contribute to a vibrant student life program that engages students across the campus.

Recruit, interview, hire, train, schedule, supervise and evaluate all student staff of the area. Oversee and evaluate service delivery by student building managers, operation assistants, welcome & information desk attendants, and other identified student staff to ensure that their duties and responsibilities are carried out completely and consistently.

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

Manage the Memorial Union's "Welcome & Information Desk". Supervise student staff of desk attendants and ensure comprehensive coverage of service desk. Develop and maintain all procedures for the effective delivery of full range of desk functions, including the provision of as-needed radio dispatch to all areas within MU Operations.

Oversee delivery of primary A/V in the Memorial Union. Support the contractual work of Classroom Media Assistance and/or outside vendor(s) to address the more advanced A/V requirements of specific programs in and around the facility.

Manage space access for users of the facility. Maintain building's access system in conjunction with Memorial Union Maintenance (re: hardware concerns) and Memorial Union Information Technology (re: software concerns). Administer the distribution of access cards and standard keys to authorized users. Maintain secure records of such.

Manage security alarm & surveillance systems for the facility. Address any serious transgressions working in conjunction with URI Police Department and Office of Dean of Students.

Work with URI Transportation and Parking (TAP), URI Facilities Services, and MU Maintenance to ensure proper maintenance of the select parking/delivery areas.

Enforce all Memorial Union building policies and uphold all University safety and security regulations. Ensure that serious violations and major incidents are reported to the proper authorities using established procedures. Assist in the review and development of policies and procedures.

Accommodate special requests for user access to the facility outside normal operating hours. In coordination with Scheduling and Custodial Services, arrange for expanded staff coverage as needed. Prepare analysis of costs and coordinate with Accounting & Finance and Scheduling for billing purposes.

Work flexible hours as needed, in accordance with the changing operational demands within the facility. Work will include evenings & weekends. Report and coordinate facility maintenance and custodial needs.

OTHER DUTIES AND RESPONSIBILITIES:

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

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

Be reachable during off-hours via mobile phone to respond to any emergencies or other reported urgent matters reported by on-site staff.

Perform other duties and related tasks as assigned by the Assistant Director for Memorial Union 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. This position may require periodic lifting, carrying, pushing, or pulling light objects and sitting or standing for extended periods of time.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum two years of experience in facility management; Demonstrated familiarity with a range of building systems, including audio-visual and security; Demonstrated experience managing the operational aspects of planned events; Demonstrated ability to work collaboratively (i.e., with institutional agencies, constituents, and tenants) to achieve departmental objectives; Demonstrated experience training and scheduling staff; Demonstrated ability to manage customer requests for a range of services; Demonstrated problem solving and organizational skills; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations. Willingness to work evenings and weekends.

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 experience 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); and, Current First Aid and CPR/AED certifications.

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