

Student Union & Event Services | Facility Supervisor

Purpose

This position is responsible for supporting the daily operations of the UNLV Student Union. Individuals holding this position must be able to solve on-the-job issues by utilizing effective critical thinking and decision-making skills. This person will enforce all Student Union & Event Services policies and be able to communicate to a diverse group of patrons while the policies are in place. The Facility Manager is responsible for the supervision of facility area positions, Guest Service and Game Room attendants.

Task

Duties and Responsibilities include, but are not limited to:

- Supervision of Guest Service and Game Room Attendant student staff employees.
- Opening and closing the Student Union according to work and reservation schedule.
- Supervisory support for the Information Desk, Game Room, Event Operations and Custodial staff when necessary.
- Close cash register nightly, complete cash and merchandise report, complete cash nightly cash and merchandise deposits.
- Knowledge of all services and entities of the SU including Reservations & Scheduling, Event Operations, and Sales & Marketing.
- Generate detailed daily report of all activities occurring during work shift, including any incident or accident reports as necessary.
- Set-up and break down daily indoor marketing table and promotions.
- Monitor facility and meeting room cleanliness including regular facility walks reporting finding back to Facilities Coordinator for work order if necessary.
- Respond appropriately to a variety of emergency situations including but not limited to, medical, fire, civil disturbances and acts of nature.
- Manage posting and removal of materials in designated SU marketing areas.
- Participate and lead in regular meetings, revision of staff manuals
- Upholding all UNLV policies and procedures
- Upholding all SUES Facility student staff policies according to the Rebel Way training manual.
- Perform other related duties as assigned

Staff Expectations:

- Act as a role model for student staff employees and maintain a standard of performance on daily tasks.
- Maintain effective communication with other SUES Facilities team members
- Communicate clear and concise information as needed to Facilities Coordinator.
- Adhere to all SUES guidelines

Criteria for Success

Facility Manager will be evaluated on their performance each semester. The staff evaluation process consists of a peer evaluation and supervisor evaluation. The staff evaluation measures the following objectives:

- Ability to display a positive attitude for all patrons and SUES staff.
- Ability to prioritize tasks, manage time and balance professional and personal commitments.
- Ability to follow policies and procedure, arrive prepared and on time for work and consistently demonstrate service excellence.
- Ability to assess a situation and make well informed decisions independently.
- Ability to act in a professional manner and serve as a role model and mentor for SUES staff.
- Ability to positively promote UNLV and SUES to peers/patrons and take initiative to be involved throughout campus.
- Ability to communicate effectively with all team members, including GA and professional staff, both while on and off shift.
- All facilities student staff will attend monthly, semester and annual meetings and trainings.

Transferable Skills and Knowledge Gained by Employment

Relationship Development	Critical Thinking
Interpersonal Communication Skills	Self-Confidence and Self Discovery
Time Management	Teamwork in Collaborative Settings
Professional & Student Development	Problem Solving
Incident Report Writing	Knowledge of Administrative Process and Paperwork

Pay Rate: \$11.25

Minimum Hours: 15-20 hours per week

Contact Person: Ron Buncombe, Facilities Manager, ronald.buncombe@unlv.edu

By signing this document, I attest that I have read and understand my role on the Student Union & Event Services team. I know what my job responsibilities are, with their accompanying requirements and expectations. I understand that the points outlined above are important to UNLV and SUES, and therefore are important to me. I realize that working on campus is a privilege, and that my continued employment is based upon my compliance with the standards set forth in this document.

Name (Print)

Signed

Date