CENTER MANAGER

DESCRIPTION

Center Managers (CMs) are responsible for the effective operation and communication of the Norris University Center and its departments. The Center Manager is a representative of the administrative staff of the Norris Center on evenings and weekends and represents the center at all times while on duty. It is a position that comes with much responsibility, accountability, flexibility, and a high level of trust.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends  
Starting Wage: $12/hour  
Reports To: Operations Manager

ESSENTIAL FUNCTIONS

Center Manager duties include opening and closing operations, conducting routine building inspections, checking for normal department operations, working with clients and guests to ensure all building policies are being followed, noting suspicious behavior, vandalism, theft, fire, and illness, and responding appropriately. The position entails working closely with all departments of the Norris Center, including Norris Events Planning and Production Staff to schedule room layout and audio visual turnover, special needs, and setup verification with clients; the Cashier’s Office to coordinate off-hours cash funds between the cashier and student groups; and the Center Desk to respond to client needs. CMs are also responsible checking packages in and out to clients.

CM responsibilities include attending one bi-weekly CM team meeting and b-weekly 1:1s with the Operations Manager. Each CM must participate in two paid trainings, in September and January, be subject to quarterly reviews by the Operations Manager, complete a Mid-year and End of Year evaluation, and attend regular staff development and advancement opportunities throughout the academic year.

MINIMUM SKILLS AND QUALIFICATIONS

Current Northwestern University undergraduate student  
Fine attention to detail, professionalism, dependability, and communication skills  
Exceptional decision making skills  
Proven leadership qualities and an interest in furthering those qualities  
Ability to work independently  
Previous experience at Norris Center and in customer service is strongly preferred but not required  
Work-Study eligibility is strongly preferred, but not required