DESCRIPTION

Under the direction of the Building Services Assistant Director, the Student Supervisor develops a team of staff to successfully operate ARTica Studios. The Supervisor ensures that attendants are trained to competently serve the university community in the use of ceramics, photography, and other artistic projects.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends available
Starting Wage: $11.00/hour
Reports To: Graduate Assistant//Nancy/Debra

ESSENTIAL FUNCTIONS

1. Interview, hire, train, schedule, and supervise attendants.
2. Ensure accurate fiscal management; respond to and address cashier concerns.
3. Coordinate advertising and promotions for the area; work with the marketing department to develop an advertising plan.
4. Ensure that staff maintains an organized, clean and presentable area.
5. Inspect, maintain and repair equipment.
6. Cover shifts (both regular and unexpected openings) that are not filled by student employees.
7. Make recommendations to the Assistant Director regarding budget projection, allocation and monitoring.
8. Meet occasionally with the Artists in Residence (Ceramics and Photography).
9. Meet regularly with staff.
10. Update and maintain all office handbooks and procedures.
11. Attend regular area meetings and Norris University Center orientation and training programs.
12. Attends the monthly underground supervisor meeting.
13. Other duties as assigned.

MINIMUM SKILLS AND QUALIFICATIONS

Current Northwestern University Undergraduate Student
Previous work experience and ability to effectively manage a student staff
ARTica SUPERVISOR

OUTCOME EXPECTATIONS AND RESPONSIBILITIES

The following outlines the more specific learning outcomes and expectations for this position; things you can expect to learn while on the job and responsibilities you must master to achieve satisfactory performance.

CUSTOMER SERVICE

**Customer Interaction:** articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
- Greets each customer upon entering the area; Checks on patrons as they work on various art projects; Closes all sales with “Thank You”; Uses correct phone etiquette, e.g. “ARTica Studios, how may I help you?”

**Presentation:** positive image and reflection of self and the Norris Center
- Wears name tag; Maintains a clean counter not cluttered with personal items; Keeps friends from obstructing the work space

**Customer Satisfaction:** follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
- Makes sure customers have sufficient supplies and space to work in; Gives positive feedback to customers as they leave; Routes customer’s messages to the appropriate staff in order for a problem to be resolved; Assists Norris Mini Course instructors as necessary

RESPONSIBILITY

**Attendance:** arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
- Adheres to the quarterly posted work schedule; Calls or emails if going to be late for a scheduled shift; Flexible when needed to help fill in for others

**Accuracy:** is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
- Completes the usage information on the Daily Report; Adheres to credit card procedures at point of sale and closing; Completes cash reports correctly, minimizing errors and sloppiness; Patiently performs all special and routine tasks thoroughly; Adheres to all pricing policies and does not offer unauthorized discounts

**Accountability:** makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
- Contacts the Assistant Director immediately when there is a policy violation

**Job Knowledge:** knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
- Familiar with the entire operations manual; Continues to read all posted information for updates and other changes; Actively participates with artistic aspects of the area to learn various art related processes; Knows emergency procedures; Attends special training sessions when required

TEAMWORK

**Communication:** communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
- Leaves behind clearly written notes for co-workers if needed; Use email to contact co-workers and supervisor when needed
ARTica Supervisor

Group Participation: attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs

Values Difference: relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
  Uses more patience to assist young customers and other with special needs

LEADERSHIP

Risk Taking: demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
  Comfortable with making changes in policies and procedures; Willingness to think “outside the box” to improve the overall service

Goal Orientation: demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
  Provides a routine task list for attendants; Review and prepares for all special events and promotions, including providing goods and additional labor if needed.

Collaboration: fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
  Solicits suggestions for service improvement from attendants; Develops a team by hosting at least one staff meeting per quarter; Creates an employee board or uses online process to keep all attendants informed; Encourages attendants to use the leisure services offered

Clarification of Values: can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model
  Demonstrates a strong work ethic by using discretionary time to make service improvements; Takes pride in accomplishing suggested changes; Participates in all Norris and area of service training, group and special events, and encourages attendants to participate as well.

Empowerment: recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
  Recognizes attendants for outstanding performance and writes a “Caught in the Act”; Provides recommendations to the Assistant Director for future leadership positions; Encourages attendant representation on special planning meetings (Norris Marketing, Communiversity Day, ACUI events, etc)

AUTONOMY

Enforcement of Policies: uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  Makes sure ARTica invoices/transactions have the necessary information as instructed; Contacts the appropriate staff regarding decisions that are exceptions to the rules

Initiative: demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
  Always checks the task sheet and completes assigned tasks before being asked; Uses discretionary time to improve the area by cleaning, creating crafts, organizing stock, etc.

Decision Making: displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
  Prioritizes some tasks based on the needs of the customers
ARTica SUPERVISOR

Problem Solving: deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity

Contacts the Center Manager or the Assistant Director immediately the case of difficult situations; Continues to best serve the customers without closing the service

MANAGEMENT

Self-Confidence: maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses

Maintains a positive attitude about the duties of the position; Maintains a good working knowledge and is competent in all aspects of the position; Keeps Assistant Director informed on challenging tasks; Knows the mission of the University Center as it relates to the service area; Uses all opportunities to explore other environments that offer similar services

Personal Management: demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision

Uses scheduled work time to review work by attendants; Thoroughly checks all aspects of the service on every shift; Walks into the area and scopes for improvements; Good understanding of how to use other departments in Norris to accomplish specific tasks; Willingness to stay beyond a scheduled time to accomplish important tasks that support the mission; Covers some shifts when needed to keep the service open and operating; Keeps all documents and other information organized without desk or file clutter; Promptly responds to all Center Manager, Cashier or Marketing reports that may require a resolution for a specific problem

Personal Management: clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner

Clearly explains all tasks before delegating; Effectively interviews, hires and trains attendants for area positions; Checks specific tasks performed by attendants; Schedules one-on-one evaluation sessions for each attendant; Reviews improper job performance in a discreet manner (never in public); Gives all attendants a compliment on every shift; Ensures work environment is safe and reports potential problems to the Assistant Director; Gives equitable treatment to all attendants when resolving problems; Provides fairness when scheduling attendants for evenings, weekends and special events; Keeps all important information updated and available for attendants (passwords, emergency procedures, safety information, important phone numbers, etc.)

Reporting: develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports

Completes monthly usage reports within 5 business days; Completes monthly student voice surveys within 5 business days; Prepares work schedules in the correct format and on time

ADDITIONAL OUTCOME EXPECTATIONS

Time Management: uses scheduled work time to accomplish specific tasks

Leading a work team: encourages others to embrace the mission and accomplish the tasks

POSITION DETAILS

DESCRIPTION

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competently serve the university community in the use of ceramics, photography, and other artistic projects.

**HUMAN RESOURCES DETAILS**

**Shifts:** 8-12 hours/week • Mornings, evenings, and weekends available  
**Starting Wage:** $9.25/hour  
**Reports To:** Asst Director for Building Services and Marketing

**ESSENTIAL FUNCTIONS**

14. Interview, hire, train, schedule, and supervise attendants.  
15. Ensure accurate fiscal management; respond to and address cashier concerns.  
16. Coordinate advertising and promotions for the area; work with the marketing department to develop an advertising plan.  
17. Ensure that staff maintains an organized, clean and presentable area.  
18. Inspect, maintain and repair equipment.  
19. Cover shifts (both regular and unexpected openings) that are not filled by student employees.  
20. Make recommendations to the Assistant Director regarding budget projection, allocation and monitoring.  
21. Meet occasionally with the Artists in Residence (Ceramics and Photography).  
22. Meet regularly with staff.  
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25. Other duties as assigned.

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