CENTER MANAGER

POSITION DETAILS

DESCRIPTION

Center Managers (CM’s) 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 available
Starting Wage: $10.25/hour
Reports To: Operations Manager

ESSENTIAL FUNCTIONS

Center Managers report directly to the Norris Operations Manager. Duties include acting as a building manager, meaning CM’s must perform opening and closing operations, conduct routine building inspections, checking for normal department operations, 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. CM’s will perform various administrative and operational tasks as assigned by the Event Production Staff.

CM duties include attending one weekly meeting with all CM’s led by the Operations Manager. Each CM must participate in a paid fall training (approximately two weeks prior to fall quarter), assist in leading student staff orientation in October 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