POSITION DETAILS

DESCRIPTION
Under the direction of the Graduate Assistant, Program Coordinator and Assistant Direct for Norris Programs, the student supervisor works collaboratively with the staff team to develop the game room as a friendly, customer oriented location for leisure and recreation. Supervisors have overall responsibility for the daily operation of the game room.

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
1. Interview, hire, train, schedule, and supervise student attendants and senior attendants.
2. Coordinate advertising and promotions; work with the Graduate Assistant to develop an advertising plan.
3. Work with the Graduate Assistant and other supervisors to ensure tournaments are planned, advertised, implemented, and evaluated.
4. Inspect, maintain, order, and repair equipment.
5. Ensure that staff maintains an organized, clean and presentable area.
6. Cover shifts that are not filled by student employees.
7. Identify and manage staff projects.
8. Maintain user statistics, income reports and annual report.
9. Update and maintain all office handbooks.
10. Meet weekly with the Graduate Assistant.
11. Attends monthly Underground Student Supervisor Meeting.
12. Attend area meetings and Norris University Center orientation and training programs.
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
Knowledge of various video game systems
Knowledge of billiards, pool, and care of pool tables
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
Greet each customer upon entering the area; Offer suggestions for customers’ game play; Check on patrons regularly; Close all sales with “Thank You”; Use correct phone etiquette, e.g. “Norris Game Room, how may I help you?”; Use correct email etiquette.

Presentation: positive image and reflection of self and the Norris Center
Wear name tag and Northwestern appropriate attire. Maintain a clean counter not cluttered with personal items. Keep 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
Make sure customers have sufficient equipment; Ensure area is set up correctly before and after special events; Give positive feedback to customers as they leave; Route customer messages to the appropriate staff in order for a problem to be resolved.

RESPONSIBILITY

Attendance: arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
Adhere to the quarterly posted work schedule; Call or email 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
Ensure all customers provide the correct information on the sign-out log; Ask to see a NU ID when appropriate; Complete all shift reports correctly; Complete the daily shift inventory and reports discrepancies immediately to the Assistant Director; Adhere to all pricing policies and does not offer unauthorized discounts; Complete cash reports correctly, minimizing errors; Complete the arcade refund forms correctly; Complete all transactions, individual, or group events correctly.

Accountability: makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
Contact the Graduate Assistant 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
Review the entire operation manual; Continue to read all posted information for updates and other changes; Actively participate in some aspects of leisure activities (video or arcade games, pool, ping pong); Know emergency procedures; Attend special training sessions when required.
**TEAMWORK**

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

**Group Participation:** attend team meetings, contribute to dialogue, support others, and appropriately adapt behavior in response to team needs  
- Voluntarily attend all special Game Room promoted activities.

**Values Difference:** relate 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:** demonstrate 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:** demonstrate effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals  
- Provide a routine task list for attendants; Review and prepare for all special events and promotions, including providing goods and additional labor if needed.

**Collaboration:** foster collaboration in their team and in the organization, and empower others to act and strengthen their ability to do so  
- Solicit suggestions for service improvement from attendants; Develop a team by hosting at least one staff meeting per quarter; Create an employee board or use online process to keep all attendants informed; Encourage attendants to use the leisure services offered; Work regularly with other supervisors to complete tasks.

**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  
- Demonstrate a strong work ethic by using discretionary time to make service improvements; Take pride in accomplishing suggested changes; Participate in all Norris and area of service training, group and special events, and encourage attendants to participate as well.

**Empowerment:** recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions  
- Recognize attendants for outstanding performance and writes a “Caught in the Act”; Provide recommendations to the Graduate Assistant for future leadership positions.

**AUTONOMY**

**Enforcement of Policies:** use and uphold rules and guidelines of job, and make appropriate exceptions when the situation calls for it  
- Complete all transactions correctly (charging the correct price for all services); Adhere to all rules regarding usage of the Game Room (regarding space and equipment); Contact the appropriate staff regarding decisions that are exceptions to the rules.

**Initiative:** demonstrate ability to initiate action and contribute ideas to improve area, and works well with minimal supervision  
- Always check the task sheet and completes assigned tasks before being asked; Use discretionary time to improve the area by cleaning, organizing stock, etc.
Decision Making: display ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
   Prioritize some tasks based on the needs of the customers.

Problem Solving: deal with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
   Contact the Center Manager or the Graduate Assistant immediately the case of difficult situations; Continue to best serve the customers without closing the service.

MANAGEMENT

Self-Confidence: maintain and project an optimistic perspective, and accurately assess and articulate personal strengths and weaknesses
   Maintain a positive attitude about the duties of the position. Maintain a good working knowledge and is competent in all aspects of the position. Keep Graduate Assistant informed on challenging tasks. Know the mission of the University Center as it relates to the service area. Use all opportunities to explore other environments that offer similar services.

Personal Management: demonstrate ability to initiate action and contribute ideas to improve area, and work well with minimal supervision
   Use scheduled work time to review work by attendants; Thoroughly check all aspects of the service on every shift; Walk into the area and scope 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; Cover shifts when needed to keep the service open and operating; Keep all documents and other information organized without desk or file clutter; Promptly respond to all Center Manager, Cashier, or Marketing reports that may require a resolution for a specific problem. 

Personnel Management: clearly communicate individual and group performance expectations, and use instructive feedback and evaluation in a positive manner
   Clearly explain all tasks before delegating; Effectively interview, hire, and train attendants for area positions; Check specific tasks performed by attendants; Schedule one-on-one evaluation sessions for each attendant; Review improper job performance in a discreet manner (never in public); Give all attendants a compliment on every shift; Ensure work environment is safe and reports potential problems to the Graduate Assistant; Give equitable treatment to all attendants when resolving problems; Provide fairness when scheduling attendants for evenings, weekends and special events; Keep all important information updated and available for attendant (passwords, emergency procedures, safety information, important phone numbers, etc.)

Reporting: develop clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports
   Complete monthly usage reports within 5 business days. Complete monthly student voice surveys within 5 business days. Prepare work schedules in the correct format and on time.

ADDITIONAL OUTCOME EXPECTATIONS

Time Management: use scheduled work time to accomplish specific tasks

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

Popular Video Gaming: know how to operate and troubleshoot popular gaming systems