TECH STUDENT STAFF MANAGER

POSITION DETAILS

DESCRIPTION

The Tech Student Staff Manager (TSSM) works closely with the Technical Services Manager and the Operations Services Student Staff Manager to train, evaluate performance, and provide direction to the approximately seventy student staff members of the Production Staff team, specifically the Production Supervisors and Technical Services Staff.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends available
Starting Wage: $10.25/hour
Reports To: Operations Manager

ESSENTIAL FUNCTIONS

The Tech Student Staff Manager (TSSM) reports directly to the Norris Technical Services Manager. Jointly, with the Operations Services Student Staff Manager, TSSM duties include:

- Training of the Norris Production Supervisors and Technical Services Staff to ensure successful and organized operation of audio/visual equipment and room setups. This includes the responsibility of planning of quarterly meetings with the entire staff and maintaining good contact between staff members throughout the year.
- Coordinating Mid-Year and End of Year evaluations of staff and supervisors and responding to disciplinary concerns with staff in coordination with the Norris Operations Manager and Technical Services Manager. The TSSM is expected to meet with the Technical Services Manager on a weekly basis.
- Leading the Production Supervisors in staff scheduling, payroll, personnel forms, social activities, recruitment, hiring, inventory, and equipment storage. They must lead a weekly meeting with all Production Supervisors.

The TSSM is encouraged to attend a weekly meeting led by Events Planning staff to discuss upcoming events. Along with the Operations Student Staff Manager, the TSSM will perform various administrative and operational tasks as assigned by the Event Production Staff.

The Manager must participate in a paid fall training (approximately six days prior to fall quarter), student staff orientation in October, 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 student
Must have deep knowledge of audio/visual equipment and computers
Must be able to lift up to 45 lbs
Fine attention to detail, professionalism, dependability, customer service and communication skills
Ability to work autonomously and in team settings
Must have clear hearing either naturally or via a listening device (i.e. hearing aid)
Previous work experience at Norris Center is strongly preferred but not required
Previous experience (work, academic, or extracurricular) with events preferred but not required
Previous experience (work, academic, or extracurricular) with audio/visual equipment preferred but not required
Work-Study eligibility is strongly preferred but not required
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
- Works with and manages Operations Staff to efficiently and effectively layout all event spaces; Maintains professional attitude and comportment with all student staff and supervisors

Presentation: positive image and reflection of self and the Norris Center
- Wears nametag, complies with dress code, is well groomed, and presents an overall positive attitude

Customer Satisfaction: follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
- Responsible for meeting all Operations Manager requests in a timely and professional manner; Epitomizes the attitude and approach all Operations Staff members should model toward clients

RESPONSIBILITY

Attendance: arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
- Maintains and follows personal schedule, and makes adjustments appropriately

Accuracy: is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
- Completes all tasks as assigned in a timely fashion, meeting all expectations; Attentive to accuracy of Operations Staff functions, handles errors and incidents fittingly

Accountability: makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
- Responsible for all personal and staff actions and willingly accepts critique and direction toward future actions; Always available to Operations Manager, clients, Operations Staff and students during shifts and through email; Attentive to student staff sensitive matters, respects privacy of records and personal issues

Job Knowledge: knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
- Understands all general tasks and responsibilities of being a manager; Understands all specific tasks and directions required for the position and current shift; Willing to ask questions and make comments to better develop knowledge and abilities in a supervisory role; Attends personal and staff development opportunities willingly and with an open mind

TEAMWORK

Communication: communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
- Provides necessary updates to Operations Manager and fellow Operations Staff members, verbally and written, as necessary; Serves as the primary contact between the Operations Manager, Events Planning Office, Tech
Services, and other professional staff; Speaks with appropriate levels of respect and tone among clients, staff, and coworkers

**Group Participation:** attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
Effectively contributes during meetings, sessions, and events; Acts as a team player who collaborates, cooperates, and communicates openly and productively; Encourages and instills the essence of teamwork and camaraderie among Operations Staff

**Values Difference:** relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
Sensitive to diverse and varying needs of all clients, staff, and students; Looks to expand personal development through contact with diverse experiences

**LEADERSHIP**

**Risk Taking:** demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
Make appropriate judgment calls when previous precedent or experience does not exist

**Goal Orientation:** demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
Oversees and ensures the process behind room setup supervision and verification of nightly room setups; Appropriately encourages, directs, and aids the Operations staff when on duty in the center; Openly seeks means to further develop personal ethics and values on the Operations Supervisor team

**Collaboration:** fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
Represents an example of collaborative effort; Emphasizes the importance of collaborating toward the success of the Norris Center and fellow student staff, and specifically Operations staff

**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
Epitomizes the model behavior of a student staff member; Conveys an admirable work and personal ethic to professional staff and peers

**Empowerment:** recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
Ability to acknowledge the success of others and is supportive of others’ personal accomplishments; Fosters a sense of unity and leadership within the Operations staff and Norris

**AUTONOMY**

**Enforcement of Policies:** uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
Performs regular and required position specific duties; Makes necessary judgment calls on staffing matters and with assigned responsibilities

**Initiative:** demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
Uses role as Supervisor to better the Norris Center in its operations and makes useful suggestions when appropriate toward bettering the center and the work environment; Able to stay on task and complete all requirements of the position without constant advisement and direction

**Decision Making:** displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
Capable of effectively managing a staff of approximately sixty students and uses best judgment in conversations, tone, and directives
Problem Solving: deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
  Able to make self-directed and on the spot decisions based off of personal and positional knowledge base

**Management**

Self-Confidence: maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses
  Comes to work prepared and dedicated to the position and required tasks; Openly discusses personal abilities and challenges with Operations Manager through regular communication and discussion

Personal Management: demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
  Keeps and upholds personal scheduling goals and tasks; Balances life, school, and work commitments well do perform optimally as a manager

Personnel Management: clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner
  Models excellent behavior and sets equal expectations of the Operations staff; Takes feedback as constructive and immediately puts it into practice; Constructively evaluates the performance of Operations Supervisors and staff; Implements proper disciplinary actions when policies are not adhered to, including terminating employees when necessary

Reporting: develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports
  Works as a liaison between the Operations Supervisors and the Operations Manager regarding any concerns with policies, procedures, and the day-to-day operations of the Norris Center; Completes required reports and tasks effectively, efficiently, and appropriately; Keeps to all deadlines and a general timeliness

**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