

Norris Programs Student Supervisor

POSITION DESCRIPTION

Under the direction of the Assistant Director, Arts & Programs and Program and Production Coordinator, the Norris Programs Supervisor helps develop and oversee a team of programs staff to successfully plan, develop, and execute Norris-centered programs and events. Reporting directly to the Assistant Director and Coordinator, the Programs Supervisor works closely with student and professional staff throughout departments at Norris to plan and execute programs successfully. Teamwork and dependable communication are essential to the success of this role.

Duties include ongoing program staff development, including the promotion, continual development, and positive advancement of the student staff experience through Norris University Center programs. The goal of this position includes strengthening the communication, collaboration, and quality of Norris programs to foster an inclusive and supportive program environment for student staff and clients alike.

The Programs Supervisor ensures assistants are trained to competently develop and facilitate annual large-scale and seasonal programs throughout Norris University Center's unique program and production spaces. Spaces include, but are not limited to, Norris conference and meeting rooms, Norris Pub, various PSV spaces, Norris lawn spaces (Cohen and South Lawn), and more.

Serving as a representative of Norris Programs, the Supervisor upholds an approachable, informative, customer-oriented atmosphere while overseeing and facilitating programs and events.

When not assisting with quarterly programs, this role works to develop on-going graphic assets to further promote upcoming programs, activities, and annual events across Norris. In collaboration with the Assistant Director and Coordinator, the Programs Supervisor will have the opportunity to assess and plan new ways to enhance the program experience across campus, including programmatic content, protocols and more.

HUMAN RESOURCES DETAILS

- **Shifts:** 8-15 hours/week • Mornings, evenings, and weekends available
- **Starting Wage:** \$15.30/hour
- **Reports To:** Assistant Director, Arts & Programs, Program & Production Coordinator

ESSENTIAL FUNCTIONS

- Accountable for preparing for, facilitating, and executing events as assigned, in collaboration with the Assistant Director, Coordinator, and program team.
- Supervisor responsibilities include attending a weekly one-on-one meeting with Assistant Director and Coordinator.
- Each week, the Programs Supervisor should plan to dedicate time to program research, ideation, and logistical planning as needed
- Oversee and/or assist with quarterly staff scheduling for programs student staff

- Interview, hire, train, schedule, and supervise assistants.
- Assist in covering shifts on an as-need basis
- Ensure accuracy of program contracts and applicable paperwork are retained and processed in a timely manner
- Assess and plan new ways to enhance the program experience across campus, including programmatic content, protocols and more.
- Understand and uphold current Norris University Center program and venue policies and procedures
- Oversee the successful set up and breakdown of events, programs, and activities as assigned.
- Serves as a point of contact for program staff, pro-staff, and clients during the run of assigned Norris programs and special events.
- Display quality communication and sense of collaboration with all program partners and clients at all times.
- In collaboration with your supervisor, assist in program and production set up, from testing technology, AV, and lighting equipment to other event-related requirements as trained and delegated.
- Display of event leadership in elements of public speaking, event management, and potential Master of Ceremonies for specific programming.
- Keeps all program and activity spaces clean and organized, adhering to Norris maintenance standards and safety procedures.
- Utilize various graphic design software, such as Canva pro, Adobe suite, etc. to create marketing assets for print and digital promotion as needed.
- Provide administrative support to the assistants and your supervisor as needed. Including program and event prep, scheduling, and more.
- Adheres to Programs calendar and event demands as scheduled.
- Encouraged to serve on committees as applicable to serve as a meaningful voice of the student perspective
- Set goals for self and Program Assistant staff on a quarterly basis
- Must participate in a paid fall supervisor/manager training, including CPR/AED and First Aid training, as well as mid-year all staff training.
- Serve as an advocate to attend Norris programs and events
- Attend area meetings and Norris University Center orientation and training programs as assigned.
- Performs other duties as assigned
- All Program Assistants will have the opportunity to be considered for a Program Supervisor position contingent on job performance and current need. Programs student staff will have the opportunity to participate in various professional development opportunities as discussed with and approved by your supervisor.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Interest or experience working with programs or event facilitation
- Fine attention to detail, professionalism, dependability, and great communication.
- Exceptional decision-making skills
- Ability to work both independently and with a team
- Desire to learn more about program development, tech, and production skills
- Display quality customer service skills and grace under pressure

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- Collaborative spirit in a diverse working environment
- Experience working in a fast-paced environment is a plus
- Dependable attendance
- Understanding and adherence to area policies procedures
- **All applicants are welcome. Work study applicants are preferred and will be prioritized**