

NORRIS CENTER MANAGER

POSITION DETAILS

Center Managers (CMs) 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

Starting Wage: \$17.00/hour

Reports To: Operations Manager

ESSENTIAL FUNCTIONS

Center Manager duties include opening and closing operations, conducting routine building inspections, checking for normal department operations, working with clients and guests to ensure all building policies are being followed, 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 Event Ops Staff to schedule room layout and audio visual turnover, special needs, and setup verification with clients; the Cashier's Office as needed to coordinate off-hours cash funds between the cashier and student groups; and the Center Desk to respond to client needs. CMs are also responsible checking packages in and out to clients, and serving as the building's primary point person in case of emergency.

CM responsibilities include:

- Attending bi-weekly CM team meetings and bi-weekly 1:1s with the Operations Manager
- Participating in two paid trainings, in September and January (dates TBD)
- Complete 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. New Center Managers are also required to attend a 6-7-week in person training course during Spring Quarter 2026, the timing of which will be scheduled around the group's availability. Each week will require between 1-4 hours of time commitment.

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