



PRODUCTION STUDENT STAFF MANAGER

POSITION DETAILS

DESCRIPTION

The Production Student Staff Manager (PSSM) trains, evaluates, completes administrative duties and provides direct supervision to the Production Student Supervisors.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends available

Starting Wage: \$15/hour

Reports To: Production Manager

ESSENTIAL FUNCTIONS

The Production Student Staff Manager reports directly to the Production Manager. PSSM duties include:

- Training of the Production Student Supervisors to ensure successful and organized event oversight of the audiovisual and room setups. This includes the responsibility of planning quarterly meetings with the staff and maintaining good communication with staff members throughout the year.
- Leading the Production Student Supervisors in staff scheduling, payroll, personnel forms, social activities, recruitment, hiring, inventory and equipment storage.
- Coordinating Mid-Year and End of Year evaluations of staff and supervisors and responding to disciplinary concerns with staff in coordination with the Production Manager and Assistant Director. The PSSM is expected to meet with the Production Manager on a weekly basis.

The PSSM must also collaborate with Center Managers to maintain good communication between departments and clients of the Norris Center and across campus. The PSSM is encouraged to attend one weekly meeting with the Center Manager staff and Operations Manager and a weekly meeting led by the Events Planning staff to discuss upcoming events. The PSSM will work shifts and perform various administrative and operational tasks as assigned by the Production Manager.

The PSSM must participate in a paid fall training (approximately two weeks prior to the fall quarter), assist in leading student staff orientation in January and October, be subject to quarterly reviews by the Production 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

Fine attention to detail, professionalism, dependability, customer service and communication skills

Ability to work autonomously and in team settings

Must be able to lift up to 25lbs

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 comportsment 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*