



PRODUCTION SUPERVISOR

POSITION DETAILS

DESCRIPTION

Production Supervisors work closely with the Production Student Staff Manager and the Production Manager to oversee all aspects of on-site event management and student staffing for the Norris University Center and Out of House Venues. This position will lead a cohort of approximately 4-5 Production Assistants and will be responsible for training, evaluation, and development for their cohort team. The Production Supervisor will serve as the lead student staff member on shift and will be highly trained in how to provide on-site event management and assistance to clients.

HUMAN RESOURCES DETAILS

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

Starting Wage: \$13/hour (will go to \$14 on 9/1/20)

Reports To: Production Manager

ESSENTIAL FUNCTIONS

Production Supervisor responsibilities include:

- Lead a cohort of 4-5 production assistants to ensure completion of staff scheduling, training, payroll, personnel forms, social activities, recruitment, hiring and discipline.
- Serve as leaders on each shift and work closely with other departments to ensure appropriate scheduling of room layout and audio visual turnover, special needs, and setup verification with clients.
- Assist with inventory, maintenance and storage of production (tables, chairs, etc.) equipment.
- Communicate with building partners and student staff to ensure event success. This includes keeping detailed shift reports and discussing and escalating event needs and issues that come up while on shift.
- Attend all regular staff meetings and trainings, including Fall training (approximately two weeks prior to fall quarter), and the Mid-Year training in Winter Quarter
- Maintain a regular work schedule, including rotational shifts on the weekends and for the Out of House venues

Production Supervisor duties include:

- Serve as the on-site event manager for all events in the Norris University Center and Out of House venues. This includes set-up, tear down, event preparation and on-site supervision for the events in these facilities.
- Provide excellent customer service during the shift. This includes unlocking and locking rooms before and after the event, greeting the client and assisting in troubleshooting any issues
- Ability to read a set-up worksheet and room diagram
- Create a set-up schedule for student staff to follow while on shift. This will include collaborating, strategizing and prioritizing setup needs in the Norris and out of house locations.
- Operate, maintain and participate in training for the Electric Vehicle. Ensure that all safety protocols and policies are followed by staff who operate the vehicle.
- Assist in recruitment and training for the Production Assistants.
- Observe and evaluate Production Assistants. This will include completing the Mid-Year and End of Year evaluations for the assigned cohort
- Attend regular staff development and advancement opportunities throughout the academic year.
- Other duties as assigned

MINIMUM SKILLS AND QUALIFICATIONS

Current Northwestern University student

Attention to detail, professionalism, dependability, customer service, problem-solving, conflict management 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. Non-work study is approved on a case by case basis

A valid driver's license is strongly preferred but not a requirement

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 comports 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*