



Norris Technical Services Supervisor

DESCRIPTION

The Norris Technical Services (NTS) Supervisors work closely with the NTS Manager, NTS Student Employment Supervisor, and AV Student Technicians to oversee staffing and operations of the Norris Center event spaces, the Guild Lounge, and occasionally support the Performance and Satellite Venues (PSV) in their spaces. Additionally, NTS Supervisors aid in the various office duties of NTS AV Student Techs.

HUMAN RESOURCES DETAILS

Shifts: 10-20 hours/week • Mornings, evenings, and weekends available

Starting Wage: \$15.30/hour

Reports To: Norris Technical Services Student Employment Supervisor

ESSENTIAL FUNCTIONS

- Directly supervise the NTS AV Student Techs, including overseeing shift scheduling in collaboration with the NTS Manager and Student Employment Supervisor
- Participate in evaluations of the AV Student Techs
- Serve as the Dedicated Technician and main point of contact from NTS for clients in the execution of Norris hosted events
- Providing training to AV Student Techs in the operation of NTS equipment, how to effectively execute an event, and provide excellent customer service
- Participate in the maintenance of the Norris event spaces equipment
- Assist in setting up equipment for events
- Ensuring that clients are adhering to all Norris and University policies
- Executing the processes of recruitment, hiring, and additional training
- Aid in supporting the general function of the department in miscellaneous tasks as discussed and assigned
- Attend annual pre-fall training for all Norris Supervisors

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University student
- Fine attention to detail, professionalism, dependability, customer service, communication, and strong management skills
- Exceptional and proven AV troubleshooting skills
- Ability to work autonomously and in team settings
- Must be able to lift 25lbs
- A minimum of one academic quarter of experience with Norris Technical Services is required