MINI COURSES SUPERVISOR

POSITION DETAILS

DESCRIPTION

Under the direction of the Norris Program Coordinator, the student supervisor provides support for the day-to-day operation of the Mini Courses program. The student supervisor is a vital part of working with instructors and course enrollees.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and some weekends available
Starting Wage: $12.00/hour
Reports To: Norris Program Coordinator, Assistant Director for Building Services and Marketing

ESSENTIAL FUNCTIONS

1. Assist with maintaining program statistics.
2. Coordinate student feedback process.
3. Coordinate and distribute class supplies
4. Assist with the distribution of marketing materials.
5. Visit classes to assist instructors with special technology and room needs.
6. Update program databases (instructor information, participant information).
7. Assist with maintenance of instructor files and contracts.
8. Hire, train and schedule the Mini Course student office assistants.
9. Assist in maintaining relationship and communication with the instructors.
10. Participate in the Mini Course program by enrolling in Mini Courses (no more than 2 per academic year, no fee payment required).
11. Attend area meetings and Norris University Center orientation and training programs.
12. Assist with the distribution of the quarterly brochure.
13. Other duties are assigned.

MINIMUM SKILLS AND QUALIFICATIONS

Current Northwestern University Undergraduate Student
Previous work experience and ability to effectively manage a student staff
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
   - Acts friendly and helpful when approached by students and instructors

Presentation: positive image and reflection of self and the Norris Center
   - Wears name tag; Maintains a clean counter not cluttered with personal items; Minimizes personal calls and visits from friends; Greets instructors and students when distributing information

Customer Satisfaction: follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
   - Promptly returns phone calls and emails; Provides positive responses to all complaints

RESPONSIBILITY

Attendance: arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
   - Adheres to the quarterly posted work schedule; Calls or emails if going to be late for a scheduled shift; Contacts supervisor if missing a shift or anticipating being late

Accuracy: is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
   - Provides correct information on reports; Leaves information/documents in the appropriate places; Completely follows all specific instructions given by the Program Assistant; Keeps specific documents in a secured space; Locks all drawers; Proofs information for print or web

Accountability: makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
   - Leaves correspondence via note or email regarding problems or questions

Job Knowledge: knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
   - Attends meetings; Reads all updated information; Participates in the program by enrolling in a Mini Course at least once an academic year; Knows emergency procedures

TEAMWORK

Communication: communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
   - Leaves behind clearly written notes for co-workers if needed; Use email to contact co-workers and supervisor when needed

Group Participation: attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
Provides suggestions in meetings

Values Difference: relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
  Respects all students and instructors

LEADERSHIP

Risk Taking: demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
  Comfortable with making changes in policies and procedures; Willingness to think "outside the box" to improve the overall service

Goal Orientation: demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
  Provides a routine task list for attendants; Review and prepares for all special events and promotions, including providing goods and additional labor if needed.

Collaboration: fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
  Solicits suggestions for service improvement from attendants; Develops a team by hosting at least one staff meeting per quarter; Creates an employee board or uses online process to keep all attendants informed; Encourages attendants to use the leisure services offered

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
  Demonstrates a strong work ethic by using discretionary time to make service improvements; Takes pride in accomplishing suggested changes; Participates in all Norris and area of service training, group and special events, and encourages attendants to participate as well.

Empowerment: recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
  Recognizes attendants for outstanding performance and writes a “Caught in the Act”; Provides recommendations to the Assistant Director for future leadership positions; Encourages attendant representation on special planning meetings (Norris Marketing, Communiversity Day, ACUI events, etc)

AUTONOMY

Enforcement of Policies: uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  Effectively checks ID’s of all students entering alcohol-related courses

Initiative: demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
  Performs work without being told; Performs all job-related tasks first before using discretionary time for studying

Decision Making: displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
  Ensures all classes are set up to correct specifications

Problem Solving: deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
  Provides immediate solutions to Mini Course instructors’ unplanned requests

MANAGEMENT

Self-Confidence: maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses
  Maintains a positive attitude about the duties of the position; Maintains a good working knowledge and is competent in all aspects of the position; Keeps Assistant Director informed on challenging tasks; Knows the
mission of the University Center as it relates to the service area; Uses all opportunities to explore other environments that offer similar services

**Personal Management:** demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision

Uses scheduled work time to review work by attendants; Thoroughly checks all aspects of the service on every shift; Walks into the area and scopes for improvements; Good understanding of how to use other departments in Norris to accomplish specific tasks; Willingness to stay beyond a scheduled time to accomplish important tasks that support the mission; Covers some shifts when needed to keep the service open and operating; Keeps all documents and other information organized without desk or file clutter; Promptly responds to all Center Manager, Cashier or Marketing reports that may require a resolution for a specific problem

**Personnel Management:** clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner

Clearly explains all tasks before delegating; Effectively interviews, hires and trains attendants for area positions; Checks specific tasks performed by attendants; Schedules one-on-one evaluation sessions for each attendant; Reviews improper job performance in a discreet manner; Gives all attendants a compliment on every shift; Makes work environment is safe and reports potential problems to the Assistant Director; Gives equitable treatment to all attendants when resolving problems; Provides fairness when scheduling attendants for evenings, weekends and special events; Keeps all important information updated and available for attendants (passwords, emergency procedures, safety information, important phone numbers, etc.)

**Reporting:** develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports

Completes monthly usage reports within 5 business days; Completes monthly student voice surveys within 5 business days; Prepares work schedules in the correct format and on time

**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