

STUDENT STAFF DEVELOPMENT MANAGER

POSITION DESCRIPTION

The central responsibility of the Student Staff Development Manager (SSDM) is the continual development and positive advancement of the student staff experience at the Norris University Center and its Performance and Satellite Venues. The goals of this position includes strengthening communication, teamwork, and the overall programming for the student staff program to foster an inclusive and supportive environment for fellow student staff members.

HUMAN RESOURCES DETAILS

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

Starting Wage: \$15.40/hour

Reports To: Operations Manager

ESSENTIAL FUNCTIONS

The SSDM reports directly to the Operations Manager. The SSDM duties include working closely with the Operations Manager and student and professional staff supervisors and managers in departments throughout Norris to plan training and social programming, projects, and opportunities that strengthen the student staff community across departmental lines.

Student Staff Development Manager responsibilities include attending a weekly one-on-one meeting with the Operations Manager. Each week, the SSDM should plan for holding dedicated office hours. The SSDM should serve on Recognition and Training committees as applicable in order to collaborate and provide a student perspective. The SSDM should meet regularly with the Associate Director of Operations and Facilities and Executive Director of Norris to provide feedback and report progress on long-term goals. The SSDM must make a reasonable effort to attend attendant and supervisor meetings across all departments. The SSDM must participate in a paid fall supervisor/manager training (in September), including CPR/AED and First Aid training, as well as a winter mid-year all staff training. The SSDM is also subject to mid-year and end of year reviews by the Operations Manager and must attend regular staff development and advancement opportunities throughout the academic year, and be available to work as needed on relevant projects during the spring and winter break periods.

MINIMUM SKILLS AND QUALIFICATIONS

Current Northwestern University student

Work-study eligible strongly preferred

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

Exceptional decision-making skills

Ability to work independently

Previous experience at Norris Center and in customer service is preferred, but not required

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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.

SERVICE

Customer Interaction: *articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first*

Checks in with student and professional staff within a work context, both within and outside of organized programming; Maintains professional attitude and demeanor with all student and professional staff;

Presentation: *positive image and reflection of self and the Norris Center*

Wears nametag, complies with current 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 student staff needs in a timely and professional manner; Being always available and easily approachable to Norris staff

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; Communicates in a timely manner with Operations Manager of changes to the schedule

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 Norris Center operations, 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 actions and willingly accepts critique and direction toward future actions; Always available to Operations Manager, Operations Graduate Assistant, and the rest of Norris professional and student staff during shift

Goal Orientation: *knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed.*

Willing to ask questions and make comments to better develop knowledge and abilities in SSDM role, as well as respond to the needs of student staff; 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 supervisor and fellow staff members, verbally and through written communication; Speaks and writes with appropriate levels of respect and tone among staff and coworkers

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

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Attends meetings across all departments; Serves as the student voice in task force meetings and NUCAB; Effectively contributes during meetings, sessions, and events; Acts as a team player who collaborates, cooperates, and communicates openly and productively. Acts as a leader and resource to staff throughout the building and across departments

Personnel Management: *relates well with team members from diverse backgrounds, interests, and values, and understand, recognizes and behaves appropriately when cultural differences exist*

Promotes acceptance and values diverse and varying needs of student and professional staff; Looks to expand personal development through contact with diverse experiences

COMMUNICATION

Reporting: *pays attention to and connects with team members and customers when they are speaking, asks clarifying questions to understand other's needs*

Provides opportunities for student staff to provide feedback on programming and work culture; Acts upon this feedback to provide student staff with a better work experience

Enforcement of Policies: *through clear and empathetic communication, builds rapport with team members and customers*

Performs regular rounds of the building to check in on student staff members and understand their needs Attend student staff meetings, as well as training and social programming

Collaboration: *adjusts communication style based on the context and audience to appropriately address and respond to the needs of each situation*

Is willing to adjust schedule within reason to accommodate for the needs of various departments and Norris as a whole; Is open to developing a variety of ideas for projects.

PERSONAL MANAGEMENT

Self-Confidence: *arrives on time to shifts and completes all tasks assigned during the allotted time*

Keeps and upholds personal scheduling goals and tasks; Balances life, school, and work commitments well to perform optimally as the SSDM

Personal Management: *wears uniform and is mentally present and committed to work when on shift*

Wears nametag, complies with current dress code, is well groomed, and presents an overall positive attitude

Problem Solving: *informs supervisor(s) about circumstances that may affect the quality of work and asks for help from supervisor or team members when confronted with issues that need more support*

Comes to work prepared and dedicated to the position and the tasks of the day; Openly discusses personal abilities and challenges with Operations Manager through regular communication and discussion

JOB KNOWLEDGE

Job Knowledge: *understand role and can describe the essential functions of the role*

Understands all general tasks and responsibilities of being The Student Staff Development Manager; Understands all specific tasks and directions required for a current shift

Initiative: *familiar with procedures to follow in order to complete assigned job tasks and seeks clarification when needed*

Uses role to better the Norris Center in its operations and makes useful suggestions when appropriate toward bettering the center and the work environment; Is able to stay on task and complete all requirements of the position without constant advisement and direction

Decision Making: *aware of departments within Norris and how they work with individual department*

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Capable of effectively operating the Norris Center, especially on weekends and in the evenings through personal decision making processes

INCLUSION

Values Difference: *affirms team members' diversity in terms of background, interests, culture, and values*

Promotes acceptance and values diverse and varying needs of all clients, staff, and students; Looks to expand personal development through contact with diverse experiences

Clarification of Values: *aims to build relationship with individuals who work in different areas of Norris and support their efforts to be successful in their work at Norris*

Epitomizes the model behavior of a student staff member; Conveys an admirable work and personal ethic to professional staff and peers

Empowerment: *understand that working relationships and job performance may be affected by a person's social identity and cultural factors*

Delegates tasks as appropriate and supports the actions and choices of fellow student staff members; Acknowledges the success of others and is supportive of others' personal accomplishments