

CENTER MANAGER

POSITION DETAILS

DESCRIPTION

Center Managers (CMs) are responsible for the effective operation and communication of the Norris University Center and its departments. The Center Manager is a representative of the administrative staff of the Norris Center on evenings and weekends and represents the center at all times while on duty. It is a position that comes with much responsibility, accountability, flexibility, and a high level of trust.

HUMAN RESOURCES DETAILS

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

Starting Wage: Previous wage was \$15/hour for 2020-2021 academic year. We anticipate the wage for the 2021-2022 academic to be at least \$15, and will confirm actual wage with students as soon as possible, likely by the end of May. Wage may increase due to changes to the federal and state minimum wage.

Reports To: Operations Manager

ESSENTIAL FUNCTIONS

Center Manager duties include opening and closing operations, conducting routine building inspections, checking for normal department operations, working with clients and guests to ensure all building policies are being followed, noting suspicious behavior, vandalism, theft, fire, and illness, and responding appropriately. The position entails working closely with all departments of the Norris Center, including Norris Events Planning and Production Staff to schedule room layout and audio visual turnover, special needs, and setup verification with clients; the Cashier's Office to coordinate off-hours cash funds between the cashier and student groups; and the Center Desk to respond to client needs. CMs are also responsible checking packages in and out to clients.

CM responsibilities include attending one bi-weekly CM team meeting and bi-weekly 1:1s with the Operations Manager. Each CM must participate in two paid trainings, in September and January; be subject to quarterly reviews by the Operations Manager; complete a Mid-year and End of Year evaluation; and attend regular staff development and advancement opportunities throughout the academic year. New Center Managers are also required to attend a 4-week virtual training course during Spring Quarter 2021, the timing of which will be scheduled around the group's availability. Each week will require between 1-2 hours of time commitment.

MINIMUM SKILLS AND QUALIFICATIONS

Current Northwestern University undergraduate student

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

Exceptional decision making skills

Proven leadership qualities and an interest in furthering those qualities

Ability to work independently

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

Work-Study eligibility is strongly preferred, but not required