

Skutt and Harper Centers Student Employee Job Descriptions

Title: Building Manager

Supervisor: Building Manager Coordinator and Associate Director

General Summary:

A manager is a part-time, temporary student employee. A manager supervises the Skutt and Harper Centers in the absence of full time staff. He/she also assists the full-time staff in the operation of the Skutt and Harper Center.

Pre-Requisites:

1. Enrollment at Creighton University
2. Maintain a cumulative GPA of 2.5 or higher
3. A flexible schedule
4. Completion of the semester long manager training program
5. Be a first semester sophomore or higher
6. Have at least one semester of good work performance with another Creighton University department or an outside employer

Duties and Responsibilities:

1. Administer the policies and procedures of the Skutt and Harper Centers
2. Oversee security of the building and the property within
3. Conduct closing procedures at the end of the day and opening procedures on weekends
4. Meet clients before their event to ensure the room is set to their needs and after the event to check client satisfaction and to secure any equipment
5. Practice good customer service with all building clients and guests
6. Assist with responsible care of Skutt and Harper Center equipment
7. Perform and reconcile cash handling for the information desk and building managers cash box
8. Supervise room setups to insure they accurately reflect the reservation request and room cleanliness
9. Evaluate the success of events and the food service performance
10. Execute emergency procedures when necessary
11. Attend weekly managers' meetings
12. Complete all related paper work (reconcile sheets, shift notes, etc)
13. Supervise employees during the shift (event management, information desk workers, operations assistants, and art coordinator)

Expectations:

1. Pay attention to details with each setup
2. For big events, be present in the area at all times
3. Fill out detailed shift notes after each shift
4. Be organized and enthusiastic, and help other workers to be the same
5. Encourage workers to do a good job and to understand their importance as a Skutt and Harper Center employee and the role they play in customer service
6. Be creative and think of new ideas that can better the Skutt and Harper Centers and its customers
7. Work some weekends, late nights, and holidays
8. Be on time for every shift and give plenty of notice when expected to be late or sick
9. Know all Skutt and Harper Center policies and procedures.
10. Monitor the building and its activities.
11. Be an expert with setup styles, audio visual and sound equipment, and information desk services and procedures.
12. Know emergency procedures

Knowledge, Skills, and Abilities:

1. Communication skills
2. Leadership and supervisory skills
3. Be organized
4. Be able to keep up with a fast pace
5. Be able to handle money
6. Be able physically to lift at least 50 lbs and climb a 12' ladder