



Position Description

Wayne State University Student Center

Division of Business and Auxiliary Operations

Building Manager

Reports To: Operations Manager(s)

General Purpose

A Building Manager is responsible for maintaining all aspects of the operations in the Student Center. The Building Manager also supervises all other student staff and all events that take place in the Student Center with an emphasis on customer service. The duties and responsibilities of a building manager shall include, but not be limited to, the following:

Specific Duties

- Supervising the student staff of the Student Center including set-up assistants, game room attendants, loading dock attendants, and customer service representatives, as well as supporting the reservations student employees.
- Organizing room set-ups, checking that the furnishings and equipment accurately reflect the reservation request, securing all equipment at the end of a reservation, and helping the set-up assistants when possible.
- Coordinating housekeeping and maintenance operations with the building staff to ensure outstanding facility cleanliness and exceptional event services.
- Ensuring that all furnishings are in the appropriate place at the start and end of each day.
- Managing situations that may arise such as injuries, arguments, and physical confrontations utilizing WSUPD when applicable.
- Submitting a *Building Manager Report* after each shift via the online survey on the Student Center iPad; this should include event related issues, conduct situations, and any other vital information.
- Executing the building opening and closing procedures when appropriate.
- Participating in monthly Student Center Leadership Meetings.
- Performing other duties assigned by any members of the Student Center Administration team.

Specific Expectations

- Using effective communication with all members of the staff. Furthermore, ensuring a positive environment by being supportive and inclusive.
- Exceptional customer service requires finding the “win-win” in every situation. This translates to finding creative solutions to customer needs that do not negatively impact Student Center operations.
- Utilizing exceptional time management skills to ensure that all tasks can be accomplished during your shift and looking forward to complete future tasks, knowing that a last-minute change could impact our ability to work.
- Finding creative ways to solve problems such as resource gaps, AV issues, and facility maintenance problems. For those that cannot be solved, communicating those problems to the appropriate staff member.



Position Description

Wayne State University Student Center

Division of Business and Auxiliary Operations

Set-up Assistant

Reports To: Building Manager (daily) & Operations Manager(s)

General Purpose

An Event Services Assistant executes the daily operations of the Student Center, focusing on providing exceptional service to events in the facility. An Event Services Assistant is directed by the Building Manager and typically works with a team to complete room set-ups to customer specifications, clean and prepare meeting rooms, and maintain all operational aspects of the Student Center. The duties and responsibilities of an event services assistant shall include, but not be limited to, the following:

Specific Duties

- Complete all daily event setups, technical requirements, furniture, equipment, etc. Inspect all equipment for proper functioning before setting up and furniture for cleanliness.
- Organize and maintain orderly appearance in all storage areas, including the prompt removal of damaged furnishings for repairs.
- Monitor the cleanliness of all public and meeting spaces, cleaning when needed and reporting problems to the building manager on shift.
- Assist with daily event management to include unlocking meeting rooms, checking out equipment, and maintaining awareness of daily event schedules.
- Utilize exceptional customer service skills when interacting with guests to the facility.
- Understand basic sound and video procedures for the spaces within the Student Center.
- Attend monthly staff meetings, training sessions as needed, and Student Center events.
- Perform other duties as assigned by the building manager or any member of the Student Center Administration team.

Specific Expectations

- Using effective communication with all members of the staff. Furthermore, ensuring a positive environment by being supportive and inclusive.
- Exceptional customer service requires finding the “win-win” in every situation. This translates to finding creative solutions to customer needs that do not negatively impact Student Center operations.
- Utilizing exceptional time management skills to ensure that all tasks can be accomplished during your shift and looking forward to complete future tasks, knowing that a last-minute change could impact our ability to work.
- Remaining flexible in work hours as shifts are scheduled 21 hours of the day; early mornings, late nights, and weekends are expected for most employees.



Position Description

Wayne State University Student Center

Division of Business and Auxiliary Operations

Game Room Attendant

Reports To: Building Manager (daily) & Operations Manager(s)

General Purpose

A Game Room Attendant oversees daily operations of the Student Center Game Room including assigning equipment, inventory management, conflict resolution, and opening, closing, and maintaining the space. A Game Room Attendant often is tasked with working independently and is supervised by the building manager on shift. The duties and responsibilities of a game room attendant shall include, but not be limited to, the following:

Specific Duties

- Assign gaming stations to guests of the game room, utilizing the swipe card verification system to ensure active WSU student status and the online table management program.
- Rent gaming equipment to guests within the game room.
- Organize and maintain and orderly appearance for all of the gaming equipment, including the removal of damaged equipment.
- Ensure the cleanliness of the game room and upkeep of the billiards and table tennis tables, including daily maintenance on the equipment tables and regular cleaning of public areas.
- Provide exceptional customer service to guests within the game room. Resolve equipment disputes and monitor game room usage to ensure fairness towards all guests.
- Attend monthly staff meetings, training sessions as needed, and Student Center events.
- Perform other duties as assigned by the building manager or any member of the Student Center Administration team.

Specific Expectations

- Attire must include a Student Center polo or jacket and khaki or black pants.
- Resolve conflicts and disputes between game room users when they occur, understanding when it is appropriate to interject or call for assistance.
- Remain highly observant throughout your shift to ensure that guests are adhering to the game room and Student Center policies, this requires exceptional attention to details.
- Be able to work independently with little guidance and assistance. Take ownership of the space and be proactive when considering potential issues.
- Remaining flexible in work hours as shifts are scheduled 18 hours of the day; mornings, late nights, and weekends are expected for most employees.



Position Description

Wayne State University Student Center

Division of Business and Auxiliary Operations

Customer Service Representative

Reports To: Building Manager (daily) & Operations Manager(s)

General Purpose

A Customer Service Representative is the first point of contact for any guest on the day of their event. Staff working in this role are responsible for greeting the guest at the Information Desk, escorting them to their reserved space, and ensure that it is properly set to their specifications; this may include assisting with connecting to the technology. The duties and responsibilities of a customer service representative shall include, but not be limited to, the following:

Specific Duties

- Utilize exceptional customer service skills to ensure guest satisfaction at the start of each event.
- Analyze the daily event report and be aware of times that guests may be checking-in for events.
- Escort guests to their reserved spaces.
- Unlock all entry doors to the reserved meeting spaces.
- Ensure that the furniture and equipment in the room matches the description in the events report.
- Assist the guest with initiating the AV system and connecting a computer, when applicable.
- Communicate any significant changes to an event to the building manager and document any changes in EMS/7PointOps.
- Support the daily functions of the Information Desk and assist the information desk attendant, when applicable.
- Perform other duties as assigned by the building manager or any Student Center Administration staff.

Specific Expectations

- Attire must include a Student Center polo or jacket and should include khaki or black pants and appropriate shoes.
- Wear Student Center name tag at all times.
- Exceptional customer service requires finding the “win-win” in every situation. This translates to finding creative solutions to customer needs that do not negatively impact Student Center operations.
- Do not leave the desk when an anticipated guest will arrive, check the schedule and support other positions only when no reservations are scheduled to start.



Position Description

Wayne State University Student Center

Division of Business and Auxiliary Operations

Loading Dock Supervisor

Reports To: Building Manager (daily) & Operations Manager(s)

General Purpose

A Loading Dock Supervisor executes the daily operations of the Student Center Loading Dock and other associated spaces, focusing primarily on receiving, space assignments, and resource management. Students in this position are directed by the Building Manager and supervised by the Student Center Operations Managers. The duties and responsibilities of a loading dock supervisor shall include, but not be limited to, the following:

Specific Duties

- Supervise deliveries in the loading dock, consisting of food service, materials, and supplies.
- Monitor and maintain the cleanliness of the loading dock, making adjustments when needed and reporting problems to the Student Center Administration or appropriate vendor.
- Coordinate unloading and parking for the nine parking spaces located at the Student Center Loading Dock, issuing parking permits, and notifying police of unauthorized vehicles.
- Manage the inventory of outdoor equipment, consisting of tents and recreation equipment.
- Coordinate the daily access of the Student Center Loading Dock, ensuring that the gate is functional.
- Work closely with Aramark food services to ensure that the recycling, trash, and grease are disposed properly.
- Attend monthly staff meetings, training sessions as needed, and Student Center events.
- Complete an End-of-shift report at the conclusion of each shift.
- Perform other duties as assigned by the building manager or the professional staff within the Student Center department.

Specific Expectations

- Using effective communication with all members of the staff. Furthermore, ensuring a positive environment by being supportive and inclusive.
- Exceptional customer service requires finding the “win-win” in every situation. This translates to finding creative solutions to customer needs that do not negatively impact Student Center operations.
- Maintain a constant presence at the Loading Dock to ensure that all patrons are following the policies outlined by the Student Center Administration. This includes policing parking, smoking, and other prohibited behaviors.



Position Description

**Wayne State University Student Center
Division of Business and Auxiliary Operations**

Maintenance Technician

Reports To: Building Manager (daily) & Operations Manager(s)

General Purpose

A Maintenance Technician is responsible for general safety and security, furnishings, and equipment with maintenance management throughout the Student Center. This position receives direction from Student Center staff, online work orders, and scheduled routine tasks. The duties and responsibilities of a maintenance technician shall include, but not be limited to, the following:

Specific Duties

- Completes all incoming maintenance requests, utilizing the *Trello* work order system, reporting any complex repairs to the Student Center Administration.
- Inspects maintenance/custodial equipment for proper functioning on a regular basis.
- Responsible for working with tools, ladders, and maintenance supplies as directed.
- Conducts regular building inspections and notes any required maintenance for later completion.
- Attend monthly staff meetings, training sessions as needed, and Student Center events.
- Perform other duties as assigned by the building manager or any member of the Student Center Administration team.

Specific Expectations

- Attire must include protective safety equipment, including (at a minimum) closed-toed shoes, belted pants, and a Student Center polo or jacket.
- This position requires a proficiency with *Trello*, the online tool utilized to sort and track maintenance requests submitted by building tenants and Student Center staff.
- Initiative to determine maintenance projects, seek creative solutions, and solve complex issues without direct supervision.
- Be flexible to switch tasks quickly and able to prioritize maintenance projects.