**Position Description**

**Title**: Building Manager

**Reports to:** Professional staff members in Buntrock and Student Activities

The Building Manager serves as a liaison between the administrative staff and the student operations staff to insure guests’ event needs are met. They will assist the Director and Reservationist with the day to day operations of the Buntrock Commons. This individual must be organized, have good communication skills, display strong problem solving abilities and possess computer skills. Individual must also possess the ability to accept responsibility, make independent decisions, and demonstrate a positive attitude of customer service. The Building Manager must be honest, trustworthy and strive to enhance the department. This position supports the mission and goals of the Division of Student Life and the College.

**General Responsibilities:** Regulate and monitor service, safety, and security of the Buntrock Commons by walking rounds, responding to issues, and completing reports.

Exists to facilitate the co-curricular and administrative programs of the college and to assist the programs of non-college organizations that have contracted use of student center facilities. Monitor events, including event set-ups. Identify and resolve immediate operations issues in the building. Includes supervising information desk staff.

Assist student center administration with student staff training and development. Participate in student employee staff development meetings/programs.

Handle deposits and general cash management, as needed.

Execute emergency procedures (such as building evacuations or medical emergencies).

Manage onsite facility and customer problems, conflicts, and issues.

Model appropriate behavior and provide leadership for other student center student staff. Foster communication among student workers.

Create a friendly atmosphere in the student center for students, staff and visitors, by building positive working relationships with public safety, and other campus entities. Work with student workers to achieve a high level of customer service.

Be aware of building:

* Pickup garbage from floor, counters, and furniture
* Straighten chairs and work area
* Clean walls, counter tops and work tables
* Ensure items are posted in appropriate areas, if not, remove
* Return table service items to Bon Appetit
* Pay attention to expired flyer/poster dates

Ability to be flexible and handle different situations with confidence and leadership.

Maintain appropriate level of confidentiality with official business of the college.

Assist student organization officers with campus information.

Maintain a clean and welcoming environment.

Communicate effectively and respectfully with custodial staff.

Open/Close the Buntrock Commons.

Other duties as assigned.

**Special qualifications:** Service-oriented position; Requires constant interaction with members of the college community and the general public; Ability to conduct self in a manner that brings credit to Buntrock Commons operations and the college/university; Requires tone of firm-friendliness to enforce the rules and mission of department and work efficiently and effectively with patrons, building, and other student staff.

Must obtain a cumulative grade point of a 2.0 or above, each semester employed.

**Skill development areas:** Communication, facilities management, human resource development, leadership, planning, customer service skills, communication, problem-solving.

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