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Developed by:.....BH; BI
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Approved by:.....
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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Manager, Memorial Union/Night
DIVISION: Student Affairs
REPORTS TO: Assistant Director, Memorial Union
GRADE: 8
SUPERVISES: Student and support staff

BASIC FUNCTION:

Supervise all aspects of the Building Services area, including frontline building, parking and event management. Oversee implementation of basic accounting procedures during nights, weekends, and holiday periods. Enforce policies, procedures and fire/safety regulations. Oversee all aspects of building security, including surveillance and alarm systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Enforce Memorial Union policies, standard operating procedures, and fire/safety guidelines which include implementation of a building evacuation plan.

Using proper procedures, report all incidents of theft, vandalism, injury, fire/safety code violations, and breaches of security to the appropriate authorities.

Manage access to facility spaces and provide program support to user groups in the Memorial Union, including the provision of needed specialty equipment (AV equipment in particular).

Regulate and monitor events in and around the building regarding fire, safety, health, security, and technical considerations.

Manage the building's security systems, including those regulating space access and alarms. Working in conjunction with campus police and alarm vendor, provide response to all alarms.

Oversee the management of complex, large-scale events in the Memorial Union, with particular attention to programs that may present elevated safety or security risks. Act as primary point-of-contact with campus police and contracted security.

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Manage operation of regulated parking areas behind the Memorial Union, including staffing, recordkeeping, and equipment maintenance. Coordinate enforcement measures (such as towing) with Assistant Director, Memorial Union.

Coordinate the functioning of the Building Services area to complement all other operational areas that impact the Memorial Union (i.e. Scheduling, Custodial, Maintenance, MU/Senate Accounting, Catering/Dining, Conference Services, Police/Security, various MU Tenants, etc.).

Provide staffing assistance to Information Desk to cover night and weekend meal breaks.

Provide assistance to Custodial area to facilitate set-ups & breakdowns of room furnishings.

Hire, train, schedule, supervise and evaluate all student support staff in Building Services area.

Ensure that Building Services staff conducts thorough nightly inspections of the facility and provide written reports on general conditions and any maintenance problems. In consultation with the Maintenance Superintendent and on-site staff, manage maintenance emergencies that occur during nights, weekends, and holiday periods.

Ensure that Building Services staff correctly issue & receive cash boxes and implement proper cash control procedures during nights and weekends. Such procedures include reconciliation of starting & ending safe room cash counts during each shift and maintenance of security for safe room and accounting area at-large.

Ensure that Building Services staff secure all areas of the Memorial Union and make regular security checks. During building closings, ensure that staff thoroughly checks & secure all areas and verify that any persons remaining in the facility after-hours have legitimate authorization.

Ensure that Building Services staff, after locking down the building's interior, thoroughly inspect the exterior of the building to ensure that all security lighting is on and that the building is fully secured.

OTHER DUTIES AND RESPONSIBILITIES:

Work flexible hours and shifts in accordance with activity levels in the building.

Perform all other duties and related tasks assigned by the Assistant Director, Memorial Union.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, word processing, database management and spreadsheet software, variety of audio-visual equipment. Valid driver's license required.

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ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Bachelor's degree required; master's degree preferred. Minimum of three years of facility management experience required; previous experience in student union facility operations preferred. Must have working knowledge of building systems and equipment, such as audio-visual & security systems, and of maintenance and custodial services. Must possess strong interpersonal skills, the demonstrated ability to communicate effectively verbally and in writing and to organize, coordinate and supervise support staff. Must be able to work flexible shifts and hours during down times, intercessions, and/or summers. Must be reachable by telephone to respond to emergencies related to the facility's alarm system. Experience working with diverse populations preferred.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.