

# BENTLEY Student Programs & Engagement

## Job Description – Building Manager

**Position Title:** Building Manager

**Department Team:** Student Center Staff

**Pay Rate:** \$16.50 / Hour

**Supervisor:** Assistant Director of Student Programs & Engagement

### Student Center Staff Mission Statement

The Student Center Staff works to create a welcoming and engaging environment for all who visit the building. Staff strive to provide top-tier services to all guests including outstanding customer service, creative solutions to any problems that arise, and a general safety and well-being to all. Staff members work diligently to ensure operations are running smoothly and efficiently, while maintaining a vibrant and inclusive atmosphere in all spaces throughout the Student Center. The Student Center Staff aims to create a space where students and visitors can feel comfortable and utilize the building as the “living room” of campus.

### Position Summary

Building Managers facilitate the day-to-day operations of the Bentley Student Center and assist with setups for meetings and events, serve as peer managers to other student staff positions, help with problem solving and troubleshooting, assess and manage risk, and serve as an overall resource to Student Center guests. The managers are responsible for supervising conduct of all activities within the Student Center, ensuring general safety and well-being of all those utilizing the building, as well as enforcing all policies and procedures of the Student Center and Bentley University.

### Responsibilities

- Perform opening and closing procedures within the Student Center each day, completing daily tasks and checklist items.
- Serve as the point person for building operations during all hours of operation.
- Provide support for meetings and events occurring in and around the Student Center, including setting up media and technology and providing customer service to guests and users.
- Conduct hourly rounds of the Student Center to monitor building utilization, secure areas not in use, check condition of the facility, and check in with student employees on duty.
- Keep a log detailing the status, use, and operations of the building throughout the shift, to be submitted as a Shift Report upon completion of each shift.
- Ensure safety, security, and customer service standards are always met.
- Model outstanding customer service initiatives and practices to other student staff members.
- Supervise student staff members working during shifts, including holding staff members accountable for being on time, wearing their uniform, and meeting all expectations and service standards.
- Troubleshoot problems and report needed repairs and maintenance relating to technology and facility maintenance.

- Report and resolve problems within the facility including but not limited to emergencies, incidents, and customer needs while following proper action and reporting protocols.
- Collaborate with other offices and departments within the building to ensure the building is operating as expected.
- Serve as a resource and provide knowledge to student employees, faculty, staff, students, and guests of the building.
- Monitor and respond to emails in the GA\_StudentCenter email account.
- Responsible for managing collaterals of the team and building such as staff bonding, building media, and training and development.
- Other duties as assigned by the Student Programs & Engagement Professional Staff.

### **Scheduled Shift Times**

Building Managers staff the Student Center during all hours of operation. The Student Center is open the following hours: Monday-Thursday 7:00 AM – 1:00 AM, Friday 7:00 AM – 2:00 AM, Saturday 8:00 AM – 2:00 AM, and Sunday 8:00 AM – 1:00 AM. Scheduled shifts remain the same each week, except for Friday/Saturday night shifts, which all staff members work on a rotating basis. Night and weekend shifts are required. All shifts must be covered. Shifts are the responsibility of the person assigned to the shift and staff must find coverage for shifts they cannot work. Staff typically work between 12-15 hours per week, plus the occasional rotating weekend shift.

### **Qualifications**

- Must be a current member of the Student Center staff.
- Must be a reliable, trustworthy, team player who will be a contributing member of the staff.
- Must have the ability to manage several projects and staff members at once.
- Must have the ability to respond and problem solve during a problem or emergency situation.
- Must act in a professional manner and as a positive representative of the department.
- Must have the ability to work a minimum of fifteen hours per week and must give availability of twenty hours for scheduling purposes.
- Must follow all Student Center and Student Programs & Engagement employment policies.
- Must attend all Student Center and Building Manager staff meetings and trainings.
- Must be able to return to campus early for mandatory training at the beginning of each semester. Staff members who live in campus residence halls will be approved to move into their rooms early for training.
- Must remain an enrolled undergraduate student at Bentley University, in good academic and judicial standing with the university throughout the length of employment. Current staff members can apply to return to the staff during their graduate year(s).

### **Mandatory Dates**

Tentative Fall 2023 Semester Training: August 27 – September 2

Tentative Spring 2024 Semester Training: January 17 – January 21

All SP&E Student Employment Staff Meeting: October 18 & March 20

Student Center Staff Meetings: Every other Tuesday, 2:00 PM– 3:00 PM

Building Manager Meetings: Every other week, opposite of staff meetings, based on availability of group

Spring Day: All employees will be required to work a shift on Spring Day (typically 1-2 hours)

- Attendance at all mandatory dates is expected from staff members. Candidates must address any potential conflicts during the interview process.
- Prior approval must be requested and granted in order to miss a mandatory obligation.
- Training dates are tentative. Please check with your supervisor before making travel arrangements.

**Supplemental Application Materials**

New Building Managers Only: Shadow and Reflection – Spend 1-2 hours shadowing a current Building Manager to learn more about the position and their experience in the role. Submit a 250-word reflection on your experience.