

Student Union Operations Supervisor

Associated Students Inc. Student Union, California State University Channel Islands

Position Title:	Student Union Operations Supervisor		
Hours:	20 hrs. /wk.	Employment Rate:	\$15.50 - \$15.75 hourly
Supervisor:	Student Union Operations Coordinator	Student Supervisor:	N/A
Area:	ASI: Student Union Operations Team	Division:	Student Affairs

Developmental Opportunities & Responsibilities

Under the direction of the Student Union Operations Coordinator, the Student Union Supervisor II is responsible for:

- **Supervisor Team Oversight:** Providing direct training and supervision to the student union supervisor team.
- **Union Services:** Providing organizational direction and support in relation to union budget, student services, vendors, and tenants.
- **Facility Management:** Providing organizational direction and support in relation to union care, facility maintenance, Building AV and IT projects, and special building projects/operations.
- **Team Operations:** Providing organizational direction and support for staff scheduling, staff retreats and trainings, staff meetings, and safety and emergency procedures.
- **Student Service & Engagement:** Providing organizational direction and oversight for staff engagement projects, engagement project marketing to the student body, resource distribution to students, resource care and upkeep.
- **Reservations & Events:** Providing organizational direction and support for daily building reservation, event, and logistical support for all internal and external meeting/event reservations.
- Providing excellent, inclusive, and equitable customer service to all students and student union guests.
- Providing organizational support to the Student Union Operations Coordinator.

Supervision & Leadership Development:

- Providing overarching personnel management for: staff training, team development, supervision, individual & team production.
- Attends all scheduled retreats, trainings and staff meetings.
- Provides direction, updates and reports for regular student staff meetings.
- Provides daily supervision to the union service assistant team and facility service team.
- Ensures confidentiality for Student Union personnel information.
- Supports focused training, weekly one-one meetings, regular assessments, and professional development opportunities for the facility service team and service assistant team.
- Serve as operations liaison and event supervisor for events scheduled outside normal operating hours when a supervisor is required.
- Supports regular staff recruitment and hiring for the student union team.
- Seeks creative solutions to problems and recommend improvements to programs, processes, systems and services.
- Reports to and provides direct support to the Student Union Operations Coordinator.

Student Union Operations:

- Responsible for opening and closing procedures of the student union.
- Adheres to scheduled shifts, and union employee dress code.
- Supports daily operational use of AV equipment, televisions, data projectors etc., throughout the building.
- Regulates and monitors union service, safety, and security.
- Identifies and resolves immediate operational issues in the building.
- Executes emergency procedures (such as building evacuations or medical emergencies).
- Observes individual and group use of the student union facility and services to ensure proper practice of the building policies and procedures.

Position Qualifications & Skills:

- Demonstrates: strong verbal and written communication skills, ability to work effectively with a diverse campus population, organization, accuracy, timeliness, responsibility, independent work, excellent customer service, attention to detail, and leadership.

Conditions of Employment

- Must pass a background check and may be subject to drug tests.

Students Name:	Signature & Date:
Student Supervisor Name: N/A	Signature & Date: N/A
Supervisor Name:	Signature & Date:

Additional Dolphin CareerLink Posting Information

Eligibility:

- Must be enrolled as a student at CSU Channel Islands.
- Must maintain a cumulative and semester GPA of 2.5 or higher and be in judicial good standing.
- Previous Student Union experience is preferred for supervisor positions, but is not required.

Student Union Statement of Purpose:

The Student Union serves to foster community and enhance student learning and development on the CSU Channel Islands campus by providing exceptional services, supporting holistic programming, creating regular opportunities for staff development, and maintaining an environmentally responsible facility.

Leadership Learning Outcomes & Assessment:

ASI is committed to the development of our student leaders. Students involved in ASI leadership opportunities will develop in the following skill sets: Interpersonal skills, Problem Solving, Effective Communication, and Leadership Identity Formation.

Student Union Student Assistants are required participate in semester evaluations which observe and evaluate the capacity of the employee, including the employee's ability to satisfactorily perform the essential functions of his or her job; and to observe and evaluate the employee's work habits and conduct, including attendance and the employee's relationship with coworkers and superiors.

Contact:

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