

Student Building Manager

The Marshall Student Center's Student Building Managers are responsible for the effective operation of the Marshall Student Center and for coordinating the delivery of all services offered within the building. The student Building Manager is the key support staff member who manages all aspects of the Student Center operations, with a focus on customer service. This gives them full authority to solve problems throughout the building and/or contact any Marshall Student Center administrator or manager in cases of emergency or uncertainty.

Responsibilities

- Coordinate and manage student staff of the Marshall Student Center, predominantly Events Crew student staff.
- Supervise room setups; this includes checking that they accurately reflect the reservation request, making contact with the customers, and at the conclusion of events securing all equipment and executing facility turnover.
- Enforce Marshall Student Center and USF policies, rules and regulations.
- Execute emergency procedures when necessary.
- Manage crises that may arise such as injuries, physical confrontations, etc.
- Coordinate operations with the building staff to insure outstanding facility cleanliness and services.
- Responsible for opening, closing, clearing and securing the facility, including but not limited to reporting any security, maintenance or physical plant issues to proper office.
- Utilize the daily schedule and setup worksheets to provide excellent customer service.
- Participate in Building Manager meetings.
- Submit a log after every shift. This report should include all items that other Building Managers or office staff members need to know, including unusual incidents, injuries, damaged property or emergencies.
- All other duties assigned by the Logistics Coordinator, Graduate Assistants, or a Professional staff member.
- The ability to multitask and be proactive with the setup of the day's event while performing building rounds every 45 minutes.

Selection Process

Experience working in management and/or events is not required, but helpful. Student Building Manager Training consists of several weeks of a probationary period in which the trainee will shadow current student Building Managers and receive on the job training; meet one-on-one with professional staff members from Event & Meeting Services; learn about the Student Life Tower offices; and engage in intentional reflection. In order to move beyond the probationary period, trainees must meet all requirements of the training period and achieve acceptable evaluation scores. Any trainee who does not successfully complete Student Building Manager training may be offered the opportunity to work in a different capacity within the MSC that is deemed a better match for the student's skills and abilities.

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813--974-3180 | usf.edu/msc

Knowledge & Skills

Each Student Building Manager should have a solid understanding of the role of the Marshall Student Center on the USF Tampa campus, and be committed to that role. The following knowledge and skills are critical:

- Ability to lead others
- Knowledge of University departments, especially those within the MSC
- Orientation to detail
- Ability to communicate clearly, concisely, and with confidence
- Conflict management
- Ability to remain calm under pressure
- Commitment to customer service
- Ability to think critically and work independently in order to resolve complaints, problems, and requests from MSC guests and tenants
- Ability to work with a diverse population of constituents
- Time management and task prioritization

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