

- I. Title:** Building Manager
- II. Description/Scope:** The Building Manager is the primary University Union staff member responsible during all hours of operation for overall management including supervising the building at all times. The Building Managers also serves as: a resource liaison to various University Union Departments, project managers, members of public relations, trouble shooting, building security staff, event supervisor and mentor. The Building Manager needs to be familiar with the entire University Union operations and the various policies, procedures and regulations governing the use of the facility, programs, campus, Union and contracted services offered within the organization. The Building Manager needs to be familiar with campus events and programs as well as the operation of various audio, visual and general equipment used in the building.
- III. Supervisor:** Associate Director of Union Operations
- IV. Pay Rate: \$14/hour**
**Compensation according to the University Union Wage Rate Guidelines (updated fall 2023)*
- V. Time Commitment:**
Responsible to work early morning, late evenings, weekends, break periods and special events. Building Managers should expect to work around 20 hours per week during the academic year and up to 40 hours per week during break times and summer. The University Union is open Monday through Friday from 7am-11:00pm, and Saturday to Sunday from 8:30am-11:00pm. **
- VI. Responsibilities:**
- A. Make frequent inspections of all areas of the University Union:
 - a. Responsible for overall aesthetic appearance of the entire building with the authority to remedy the situation through utilization of established procedures and protocols.
 - b. Address and report any disorders, safety or security issues, maintenance concerns, building damage or food service equipment operating problems. All incidents are to be recorded in the Building Manager Report and Incident Reports as needed.
 - c. Insure that customer service and customer satisfaction is a primary concern to all operation units within reason and dependent on available resources.
 - B. Diagnose and respond to all building emergency situations and act appropriately.
 - C. Serve as a problem solver for catered and reserved events in the University Union for student organization leaders, customers, event support staff, technical staff and catering staff while on shift.
 - D. Knowledgeable in the following areas and provide support or coverage during busy times with:
 - a. The UTIC
 - b. The Phoenix Club
 - c. Reservations Office
 - d. Event Setup and Support
 - e. Technical Services
 - f. Custodial Services
 - g. Dining and Catering Services
 - h. Programs and Promotions
 - i. Facility Maintenance
 - j. Safety and Security
 - k. E-sports
 - l. Provide sustainability services when intern is not available
 - E. Provide supervision and assistance to these areas, which many include:
 - a. Issue change funds
 - b. Provide change point of sale areas
 - c. Assist with opening and closing procedures
 - d. Provide for employee breaks in specific areas on occasion

- e. Step in to provide assistance with customer service and program support during peak or busy periods
- f. Assist in handling difficult and emergency situations
- g. Provide employee discipline and policy enforcement if needed
- h. Serve as a resource and contact for questions, problem solving and trouble shooting
- i. Provide access to areas for authorized individuals
- F. Provide safety for customers, employees and the facility by knowing policies, procedures and regulations established by the University Union, UW-Green Bay, the University of Wisconsin System and the State of Wisconsin affecting the organization and facility.
- G. Meet weekly with the Associate Director of Operations, Building Operations Manager, Building Manager colleagues and other staff as needed to discuss current issues, upcoming events, training and developmental issues.
- H. Perform other duties as assigned, including various special projects and some custodial and maintenance projects.
- I. Other job duties as assigned by the Associate Director of Operations.

VII. Qualifications:

Building Managers in Training must be an effective leader, reliable, responsible, mature and able to handle a variety of difficult and sometimes emergency situations Employees must have a high level of initiative, able to work independently or in a team setting, have exceptional communication skills and be an efficient problem solver. Familiarity with campus life and the University Union.

***All University Union employees must be enrolled in at least 6 undergraduate or 5 graduate credits per semester while maintaining a minimum cumulative GPA of 2.0 and have a minimum of 2 semester of schooling left at time of hire.

Updated: 11/27/23