



Assistant Director for Union and Involvement Services - Facilities

The Assistant Director for Union and Involvement Services (U&I) - Facilities has primary responsibility for coordinating/overseeing all space allocation, technology and client management/services. This role is instrumental in ensuring access to campus space for programmatic and community building pursuits. This position serves as a primary backup for the Executive Director of the Student Union and Campus Recreation, and will supervise professional staff in the absence of the Executive Director. It is expected this role will have a shared responsibility with other Union and Involvement Services staff members for the efficient, safe, and effective functioning of all student events and Union needs. Work is reviewed principally through discussion and observation of the results obtained. The majority of the functions of this position are performed in an office environment.

Salary Range \$35,600-\$39,500 based on experience.

Supervision:

- Assist with the hiring, selection, training and evaluation of student employees. Provide direct supervision to two student teams: Technology and Client Management;
- Ensure that student employees know the mission and goals of the University, Student Affairs and Union and Involvement Services;
- Ensure that student employees demonstrate excellent service for internal and external customers;
- Serve as an advocate for students and their needs; and
- Accompany student delegations, when appropriate, to organizational leader training and/or conferences when applicable.

Facilities/Scheduling Management:

- Serve as a campus-wide resource for campus reservation software, Event Management Software (EMS);
- Oversee the space allocation process;
- Provide support, training, oversight and direction for student employees and professional staff in the areas of campus reservations, room diagrams and any details related to space usage;
- Coordinate building hours - opening and closing year-round;
- Work with Administrative Support to compile annual space utilization report;
- Collaboratively work with U&I Professional Staff to approve events requesting use of the SUB HUB and Student Involvement Complex;

Client Management:

- Maintain communication between internal and external clients in order to most appropriately address needs;
- Determine client pricing and charges that need to be assessed, and bill appropriately at conclusion of event;
- Responsible for ensuring appropriate staff coverage at client events. Collaboratively work events with the Executive Director if alcohol is present (*requires Presidential Approval*).
- Assist in client communication for VIP/Special internal clients (President's office, Advancement, etc.);
- Be a resource for all recognized student organizations as well as all faculty/staff advisors regarding leadership, risk management, movie rights, gambling, event planning, and general concerns;
- Meet with clients if serious space violations occur;
- Coordinate marketing/branding efforts for position relevant services; and
- Responsible for the recruitment of new external clients.

Technology Management:

- Serve as point person for all technology related questions, maintenance, etc.;
- Train/assist all departmental employees on building technology;
- Serve as liaison with IT Services and off-campus technology vendors advising them of Union and Involvement issues, and working to resolve any problems as they arise.
- Responsible for Union Inventory Tracking/Control; and
- Manage the upkeep and usage of rental equipment.

External Partnerships:

- Serve as Ex-Officio Member on U&I Advisory Board;
- Assist with informational sessions to incoming students during New Student Orientation and Truman Week;
- Assist with New Student Move-In;
- Serve on any other appropriate committees

Assistant to the Executive Director:

- In absence of Executive Director, serve as a point person for the Department;
- Assist with annual budget planning, development and priority setting;
- Serve as the primary backup for any issues related to the Student Union.
- Assist with facility issues/concerns;
- Assist with identifying needs for building improvements and furnishings replacements;
- Examine, analyze and evaluate Union and Involvement operations and policies in order to: maximize the current and potential use of the facility, identify opportunities and challenges, and ensure programs and services are inclusive;
- Contribute to the creation of the Department's annual report for internal and external constituencies summarizing activities, data, emerging trends, strategies for improvements and for taking advantage of emerging opportunities; and
- Other duties as assigned.

DUTIES AND RESPONSIBILITIES SHARED WITH ALL UNION AND INVOLVEMENT STAFF MEMBERS:

- Provide a welcoming environment for all customers that interact with Union and Involvement Services;
- Engage in professional development to remain up-to-date and to network;
- Strive to ensure that the needs of colleagues, clients, and visitors are met in a timely, courteous, and competent manner.
- Manage resources wisely;
- Understand the vision of the University, Student Affairs, and the Union and Involvement Service and work toward the achievement of related goals;
- Keep current on legal and ethical considerations as related to the position;
- Understand and advocate for the needs of diverse student populations;
- Comply with University and Union and Involvement policies and expectations;
- Demonstrate excellent interpersonal, written, oral, and presentation communication skills;
- Model professional behavior for student staff, external constituencies, and clients;
- Engage in professional development to remain up-to-date and to network;
- Make presentations per request;
- Understand and advocate for the needs of diverse student populations;
- Model professional behavior for student staff, external constituencies, and clients;
- Work select evenings and weekends; and
- Participate in an “on call” rotation.

ESSENTIAL FUNCTIONS:

1. Must be able to occasionally lift and/or move up to 50-75 pounds.
2. Needs a drivers license with a satisfactory driving record.
3. Must be able to communicate by telephone on a daily basis.
4. Must be able to operate computers, copy machines, and other standard office equipment.
5. Must be able to handle multiple and complex tasks simultaneously.
6. Must be able to communicate through direct contact on a daily basis.
7. Must be able to perform basic mathematical functions.
8. Must be able to prepare and understand basic statistical reports.
9. Must be able to work with university hardware and software as needed.

QUALIFICATIONS:

Required qualifications include:

- Bachelor's degree earned by start date;
- Experience with all aspects of programming and event management such as developing outcomes, goal setting, project planning, implementation/logistics, evaluation and reporting;
- Supervisory experience including, but not limited to scheduling and managing employees, ability to provide clear directions and respond accordingly to employees,

implement strategies to build a successful team, and mentoring professionals and students;

- Working knowledge of technology maintenance, facility management and operating sound equipment;
- Excellent organizational, communication and interpersonal skills to represent and support departmental initiatives across campus and with community partners;
- Demonstrated knowledge of event staffing, crowd management, event security, public assembly, facility emergency protocols, etc.
- A demonstrated commitment to participating in building an inclusive, equitable, and diverse campus community;
- Proficient in basic computer skills and/or programs (i.e. Microsoft, Google, Zoom, and other applicable software systems).
- Ability to handle and prioritize multiple tasks;

Preferred qualifications include:

- Master's Degree in position applicable field;
- Two or more years of full time professional work experience;
- Familiarity with EMS Software or comparable space request software;
- Advanced level of computer and technology expertise, including knowledge of audio visual equipment;
- Basic advertising/marketing concepts.
- Experience working with budgets and contracts;
- Involvement in ACUI and/or NACA or other relevant professional association.

This position requires some evening and weekend work.

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