University of Wisconsin-Superior  
POSITION DESCRIPTION

**Working Title:** Yellowjacket Union Operations Coordinator  
**Hayes Hill Title:** Associate Student Services Coordinator; 88% FTE  
**Department:** Student Life Programs and Operations  
**Position Reports To:** Director, Yellowjacket Union

**Position Summary:** This position is responsible for the management of daily and event operations in the Yellowjacket Union, including room scheduling, event support, Union Desk services, technical services, building maintenance and custodial setups. The Coordinator is responsible for development and implementation of a comprehensive student employment program that focuses on holistic student learning and personal development. The position holds supervisory authority for student building managers, Union Desk staff and other student employees. This position is responsible for implementing cash handling policy and is accountable for operating and petty cash funds. Evenings and weekend hours are required. Work is performed under the general direction of the Director of the Yellowjacket Union. This is an 88% position.

**Assigned Duties:**
- **Supervision of Yellowjacket Union Student Personnel**
  1. Select, train, supervise and evaluate student staff, including Night/Weekend Building Managers, Union Desk Assistants, setup crews, technical support teams and other student positions that may be added as deemed necessary.
  2. Work with student staff to establish annual goals and objectives.
  3. Conduct periodic meetings with student staff to monitor progress toward goals and assess performance.
- **Coordination of Fiscal Resources**
  1. Responsible for the implementation of cash handling policy and procedures.
  2. Manage operating and petty cash funds and assure compliance with State and University policies and procedures, verifying that expenditures are prudent and appropriate. Serve as account custodian for the Student ID cost center.
  3. Prepare and evaluate financial data as requested. Assist the Director in developing and managing the Union budget. Recommend departmental and contractual purchasing requisitions.
  4. Serve as the OneCard system administrator. Responsible for creating, managing and reconciling student meal plan and other accounts. Provide reports as needed to the University Dining Service.
- **Student Development**
  1. Apply student development theory while working with student employees and volunteers to assist in the development of the whole person as they deliver services in the Yellowjacket Union.
  2. Provide leadership development opportunities and specific skills training for student employees and volunteers.
- **General Responsibilities**
  1. Manage the day to day functions of the Union Desk, assuring that high quality service is delivered to all customers. Facilitate programming of digital entrance signs in the Yellowjacket Union.
2. Implement an electronic reservation system and assure that facility use is effectively managed to maximize use of space within budgetary and policy constraints. Manage facility equipment and technology resources.

3. Coordinate event requirements, direct room setups and facilitate technical training for student staff to ensure high quality productions.

4. Work cooperatively with facility users in planning and executing events and provide on-site event supervision as required.

5. Market and publicize Union services and programs.

6. Work with the Union Board on policy review and formulation related to the delivery of building services and operations.

7. Assist in the selection, training and supervision of student staff and student Interns in the Involvement Program.

8. Serve on University committees and Campus Life work teams and attend in-service and staff development workshops and seminars.

9. Meet regularly with the Director of the Yellowjacket Union.

10. Maintain positive and cooperative working relationships with other staff members, students, faculty, alumni and external constituencies.

11. Assist with Student Life Programs and Operations tasks as requested.

Knowledge, Skills and Abilities:

- Understanding of the principles of student development and the college union idea within a liberal arts tradition.
- Skill in effective leadership, teamwork and supervision.
- Skill in accurately managing cash funds and budgets.
- Skill in operation of computers and relevant software.
- Demonstrated ability to motivate and work effectively with a variety of racial and ethnic groups and underrepresented populations.
- Ability to effectively plan, organize and direct assigned programs, operations and assigned staff members.
- Ability to exhibit creativity, self-direction and the capacity for independent work, multi-tasking and organizational skills.
- Ability to communicate effectively, both orally and in writing.
- Ability to work with confidential and sensitive information and records.
- Ability to work occasional nights and weekends.

Minimum Qualifications:

- Bachelor’s Degree and at least three years experience in college union operations, campus event production or related area OR
- Master’s Degree and one year related experience to include graduate assistantships

Qualifications which may be considered assets:

Preference may be given to those with additional, professional work experience supervising student staff and managing operations, events and technology in the college union environment. Previous experience managing sound, light and other technical presentation equipment, room scheduling and dining service access software and ID production equipment is desirable.