

Sonoma State University is committed to achieving excellence through teaching, scholarship, learning and inclusion. In line with our Strategic Plan and our Seawolf Commitment, our values include diversity, equity, sustainability, community engagement, respect, responsibility, excellence and integrity. We strive to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. We encourage innovation, experimentation and creativity, as well as contributions to equity and inclusion, in the pursuit of excellence for all members of our university community.

**Position Purpose:** Reporting to the Associate Director, Student Center and Event Operations, the Student Center Operations Manager provides management and guidance for Student Center and Event Operations, and supervises staff and student personnel. The incumbent is responsible for serving as a resource for and overseeing the management and supervision of operations in support of the Student Center, including staffing, event management, and summer conference coordination. Work involves the development, implementation, alteration and evaluation of programs by coordinating with on and off campus partners and clients at all levels to organize and execute events.

**Major Duties:** Major duties of the position include, but are not limited to, the following in support of Student Center and Event Operations:

- Oversees the day-to-day operational support for the Student Center and Event Operations with a major focus on quality and service. Ensures high standards are consistently met related to customer service, support, sanitation, equipment and facility maintenance.
- In collaboration with the Associate Director, develops and implements department and office-wide standards, procedures and business processes.
- Assists in the creation and management of the annual department budget.
- Recruits, hires, trains, schedules, provides guidance and supervises student and staff personnel. Ensures performance expectations and work rules are clearly communicated and implemented via regular coaching, mentoring and regular meetings. Consults and takes corrective action measures as needed while complying with University policies and procedures.
- Supports staff in making daily operational decisions, including setting service priorities, allocating resources and inventory, and interpreting complex policies and agreements as necessary.
- Provides direction and technical assistance to staff within a 24 hours, seven day a week staffing model.
- Makes recommendations to the Associate Director regarding implementation and maintenance of appropriate staffing levels by analyzing and reporting on services/production capacity.
- Implements standard operating procedures; implements productivity, quality, and patron-service standards; determines and implements system improvements when needed; and updates standard operating procedures as needed.
- Oversees and maintains all service areas where needed; develops and plans procedures to maximize effective and efficient operations.
- Collaborates with campus entities to ensure service needs are met.
- Develops and maintains positive and professional relationships with other departments, guests, campus visitor's, students, faculty and staff; and provides outstanding customer service.
- Observes and reports security and safety related concerns to the Associate Director and as needed to the University Police department.
- Coordinates regularly with Facilities Management in carrying out repairs and projects.
- Acts as the on-site lead and primary contact for customers requesting reservation changes/additions. Provides customers with alternate options.
- Communicates with the appropriate Conference and Event staff to ensure accurate client billing by following accounting procedures and policies.
- Reviews and updates data in the campus scheduling software and acts as the liaison to campus service partners and clients to ensure that the necessary facilities and services are provided.

- In collaboration with the Associate Director, oversees the Summer Conference Program, including but not limited to, overseeing the cleaning, setting, inspecting and managing maintenance issues in residential spaces. Ensures cleanliness of facilities. Coordinates with the linen warehouse, vendors and Facilities Management on special projects and daily operations. Assists in the management and acts as an on-call support for the Cellars Desk and team. Provides on-call maintenance and support to conference guests.
- Acts as chief liaison for vendors, customer service inquiries and escalated customer issues.
- Assists in the set-up, take-down and support for events throughout campus as requested
- Develops and maintains short- and long-term goals and strategies.

**Secondary Duties:** Performs other secondary duties as assigned.

**Work Environment:** Duties mostly take place in the Student Center in a combination office/workshop setting, however additional duties may be performed in various locations on the Sonoma State University campus, including working both indoors and outdoors in inclement weather to support and participate in university activities and events. The incumbent works a non-traditional workweek driven by the event schedule. As an exempt employee you have some flexibility in your schedule however must be available during the regular campus hours Monday through Friday to meet the operational needs of the campus and department. This position may also be eligible to participate in the campus Telecommuting Program to engage in limited telecommuting as operationally feasible. The incumbent must maintain regular and acceptable attendance at such levels as is determined by the Appropriate Administrator. This position will require occasional travel, by automobile or airplane, and overnight stay to travel to trainings and meetings off campus.

**Minimum Qualifications:** This position requires a minimum of three years of experience in overseeing a complex operation involving staffing and multiple functions, along with one to two years of progressively responsible and applicable management and/or supervisory experience. Bachelor's degree or equivalent combination of education and experience to provide the required knowledge, skills and abilities to perform the duties of the position. Higher education experience is highly preferred. Experience supervising students and working in a Student Center or Student Union is highly preferred. Intermediate proficiency with computers, Microsoft Office Suite (Word, Excel), and Google Suite required. Knowledge of 25Live, Humanity, and PeopleSoft preferred.

The incumbent must demonstrate integrity and sound judgment in performing duties; possess the ability to supervise the work of staff and recommend appropriate personnel actions; be able to apply strong problem solving and conflict resolution skills and train and evaluate performance, taking corrective action as needed; deal with stressful situations while maintaining composure; and contribute to a collaborative environment utilizing exemplary communication and problem solving skills as necessary. Must have strong organizational skills and the ability to manage multiple projects and competing priorities simultaneously, adjusting quickly to changes needed on a daily basis. Must have the ability to effectively communicate with all levels within the university and establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and other internal and external constituents. Must be able to accept constructive feedback and work cooperatively in group situations. Must also possess the ability to operationalize sustainability concepts (economy, society, environment) into all aspects of performing job duties.

The duties of this position may include participation in decisions that may have a material financial benefit to the incumbent. Therefore, the selected candidate may be required to file Conflict of Interest Form 700: Statement of Economic Interest on an annual basis, complete ethics training within 6 months of appointment, and attend this training every other year thereafter.