

# Student Union Managers Conditions of Employment: ANTICIPATED 2020-2021

Student Union Managers are representatives of the Division of Student Affairs through the Center for Student Engagement. As such, they are representatives of SUNY New Paltz and expected to act accordingly at all times. The Student Union Manager is expected to strive to accomplish the primary objectives of the Center for Student Engagement. To do so requires energy, good self-discipline, the ability to observe keenly and accurately, effective utilization of a broad spectrum of resources, knowledge to assist in performance on the job, and the ability to establish a good rapport with the students and other patrons of the Student Union. All responsibilities of the Student Union Managers incorporate student personnel services and Student Union operations, and are carried out under the supervision and support of the Center for Student Engagement professional staff.

## Student Union Manager Responsibilities

- Report directly to the Student Union Coordinator
- Serve as the overseeing Manager of the Student Union during morning, evening, and weekend hours (outside of business hours)
- Return two weeks prior to first day of classes each semester for Student Manager Training (date announced before last day of classes in each semester for following semester); must participate in all scheduled workshops, events, and staff development activities
- Hold a minimum of 8 regularly scheduled duty hours per week
  - Wear staff shirt and nametag to each shift
  - Field questions of all sorts (from students, faculty, staff, and prospective students and their parents) over the phone and in person regarding event information, facilities use, and campus-wide directory information
  - Perform complete rounds of the Student Union as scheduled, and accurately record status in the Duty Log
  - Monitor events/meetings/programs taking place in the Student Union, and respond to last minute requests
  - Maintain the Student Manager Tablet during all shifts; consult schedules for technology equipment, student workers, room reservations, etc.
  - Unlock exterior doors and perform a building check on opening shifts
  - Ensure building is empty and secure by turning off all lights and locking all exterior doors on closing shifts
- Assist customers by providing Tech/Event Support for designated programs in the Student Union; Student Managers will work approximately 25 hours per semester, to be assigned as events are scheduled or as needed; Student Managers will wear staff shirts and nametags to shifts
- Provide event support for Center for Student Engagement-sponsored Orientation and Welcome Week events and programs
- Assist with supervision and training of student employees in several areas, including:
  - Participate in Student Union Manager selection process, including interviews, advertisement, and promotion (Spring semester)
  - Participate in Student Worker Training sessions/retreats (1 per semester)
  - Appropriately address, report, and document concerns about Union Operations Crew job performance
- Support all Center for Student Engagement programs and communities (Fraternities & Sororities, Emerging Leaders, Union Programming Council, Orientation, Service Programs, etc.)
- Complete all aspects of a Special Project area throughout the semester, and regularly report progress to staff and supervisor
- Attend weekly/bi-weekly individual meetings with immediate supervisor to discuss job-related concerns and performance; participate in a performance evaluation with the immediate supervisor each semester
- Attend weekly Student Union Manager staff meetings on-time, prepared, and ready to contribute
- Maintain a professional relationship with all campus departments
- Participate in the Weekend Duty rotation, working 4-5 weekend shifts each semester; weekend duty shifts are a minimum of 11 scheduled hours on Fridays and Saturdays; attend a Friday Weekend Meeting with the Center for Student Engagement professional staff on call for that weekend
- Assist with building coverage of the Student Union should events require the building be open beyond regular business hours, or should the Center for Student Engagement office be closed/delayed opening (i.e. holidays, inclement weather, etc.)
- Hold and maintain appropriate SU keys and account for their location at all times; keys are issued at start of the semester of employment and must be returned immediately upon completion/termination; keys are to only be used for Student Manager duties; loss of keys must be reported to the Center for Student Engagement within 24 hours, and the Student Union Manager will be billed for all costs associated from resulting lock changes and new keys
- Complete Information Reports to document situations or incidents in the Student Union as directed
- Maintain confidentiality regarding customer/student staff/advisee information
- Act as a representative of the Center for Student Engagement, the Division of Student Affairs, and SUNY New Paltz at all times
- Other duties as assigned

## Term of Contract

- These Conditions of Employment are effective beginning 8/12/20 and ending 5/15/21.
- Student Union Managers must immediately notify their supervisor of any conditions or decisions that will impact ability of employment
- Student Union Managers will have the opportunity to re-apply for the position each academic year
- Any violation of campus, local, state, or federal law will result in immediate termination of employment and billing for room rent
- As representatives of the Division of Student Affairs, Student Union Managers are to uphold this in all personal and electronic interactions; failure to adhere to these expectations may result in the removal from the position
- Please note that any violation of these Conditions of Employment may result in termination of employment

## Qualifications

Must be a full-time matriculated student at SUNY New Paltz; must have and maintain an overall 2.75 cumulative GPA; must live on campus during the employment period.