

**UNIVERSITY OF WISCONSIN – STOUT
UNIVERSITY HOUSING**

JOB DESCRIPTION: Operations Manager

DESCRIPTION:

Operations Managers (OM) are current students who serve the operational needs of on-campus students. Operations Managers are responsible for facilitating University Housing operational practices through the supervision of 1-2 desks and project needs.

SPECIFIC RESPONSIBILITIES:

1. Student staff supervision including HR (human resources) needs, scheduling, leading meetings, feedback, discipline, recognition and evaluation.
2. Facilitate student staff hiring and recruitment in collaboration with the Contract Coordinators.
3. Provide onboarding and continual training to student staff using training resources provided.
4. Accurately submit payroll on a bi-weekly basis in collaboration with the Contract Coordinators.
5. Provide superior customer service and ensure staff do so as well.
6. Ensure that all building keys are handled in a safe and secure manner. Ensure that all key procedures are followed, maintain key cabinet, order re-keys as needed, process new keys and related billing of residents.
7. Ensure that all security measures are implemented and followed. Take steps to address building security issues.
8. Manage check in and out procedures including at open and closing times of the year.
9. Manage mail and package procedures. This includes audits, communication with carriers, staff knowledge and addressing any issues or concerns.
10. Maintain clean, organized and inviting desk atmosphere that follows the brand and expectations of the department.
11. Collect quantitative and qualitative feedback on their operations from residents. Use feedback to improve service.
12. Work with Contract Coordinators to purchase supplies and inventory needs.
13. Manage all other front desk operations, including but not limited to, equipment inventory, billing for lost or damaged items, repairs and replacement, reservation system for all reservable rooms and equipment, lobby posting and responding to student questions and concerns.
14. Manage building Recycling and Compost Collection operations and after hours/weekend snow removal.
15. Manage technology including, Microsoft Teams, Shifts, outlook, desk printers and any other technology resources.
16. Attend all scheduled Operations Manager trainings and staff meetings.
17. Provide and maintain accurate record keeping.
18. Provide prompt, clear, and accurate communication with those you work with.
19. Build and maintain healthy relationship with partners including central office, hall, and custodial staff members.
20. Report inappropriate student behavior or policy violations to hall staff in a timely manner.
21. Follow emergency procedures and reporting responsibilities.
22. Perform other duties as assigned.

QUALIFICATIONS:

Candidates for this position must:

- be either currently enrolled or accepted into a degree program.
- have an earned cumulative GPA of 2.5.

Preference is given to candidates with management, or significant leadership experience, a 3.0 cumulative GPA, and residence hall living experience and/or those utilizing the position as an Academic Coop or Internship.

EMPLOYMENT TERMS:

- Students are Not required to live on campus.
- The OM must be an enrolled UW-Stout student at the time of employment and must maintain a current and cumulative GPA of 2.5 during the appointment.
- An OM may not hold another housing staff position during their appointment. A first semester OM may not engage in full-time student teaching, co-op, or internship experiences, unless using this position as the internship. An OM with at least one semester of experience may enroll in full-time student teaching, a co-op, or an internship but must be able to attend all training sessions and opening times. An OM desiring these opportunities must discuss plans with the Contract Coordinators well in advance of registering for these experiences. Full-time student teaching, co-op, and internship experiences are not recommended during the fall semester.

SUPERVISION RECEIVED: Supervision is received from the Contract Coordinators.

SUPERVISION EXERCISED: An Operations Manager supervises 1-2 desk operations.

COMPENSATION: These positions are 20 hours per week (some 40 hour weeks during move in and out times), starting at \$15 per hour.