

California State University, San Bernardino
SANTOS MANUEL STUDENT UNION
Student Assistant Job Description

JOB TITLE: Building Manager

DEPARTMENT: Operations

HOURS PER WEEK: Up to 15 hours per week

BEGINNING SALARY: \$17.00 per hour

Under the direction of the Santos Manuel Student Union (SMSU) Facilities and Services Coordinator, Building Managers are responsible for supporting day-to-day operation of the SMSU during nights, weekends, and special events. They are the first point of contact for the high-volume, customer service orientated SMSU and are versed in all applicable policies and procedures for handling all equipment and inquiries. They must be willing to go above and beyond their job duties to make guests in the building to feel safe, comfortable, and welcomed. All duties will be performed in a friendly, professional, and courteous manner at all times.

JOB DUTIES:

- Supports the professional staff of the Santos Manuel Student Union by overseeing daily facility operations and ensuring a safe, welcoming environment for students and guests.
- Opens and secures the Student Union facility on weekends and holidays, ensuring all access points are properly managed and the building is prepared for operations.
- Enforces all Student Union and University policies within the facility, addressing violations professionally and effectively.
- Monitors and documents facility activity, unusual incidents, injuries, damaged property, or emergencies through detailed Building Manager Reports for each shift.
- Identifies and reports maintenance and repair needs to ensure the facility remains in optimal condition.
- Supervises evening and weekend student workers, ensuring tasks are completed efficiently and in accordance with operational standards.
- Oversees the setup of meeting rooms, conferences, banquets, and events, ensuring alignment with guest requests as specified in Set-up Worksheets.
- Facilitates clear and effective communication among staff to maintain seamless building operations.
- Upholds a high standard of customer service by engaging with patrons in a courteous and professional manner.
- Provides cross-departmental support as needed to enhance overall Student Union operations.
- Assists with the setup and teardown of operational equipment, including speakers, chairs, tables, and Coyote Lanes essentials, ensuring proper handling and organization.
- Accurately reconciles revenue collected during each shift by Coyote Lanes Attendants and Adventure Staff, verifying alignment with income reports and financial records.
- Ensures all operations staff properly check out and return equipment, maintaining accurate records to support inventory control and accountability.

QUALIFICATIONS:

- Currently enrolled CSUSB Student
- 2.5 or above GPA
- Minimum of at least 1 year of working in SMSU Operations Department
- Detail-oriented, well organized, and able to remain focused in an environment with constant interruptions
- Project management and has strong leadership skills
- Ability to manage a multitude of tasks simultaneously, under pressure, and with accuracy
- Ability to work under time restraints and meet deadlines
- Ability to adhere to work rules, follow directions, use time effectively, and work productively
- Dedication to providing superior customer service
- Ability to work independently and without close supervision
- Strong verbal communication skills required, including ability to share relevant information, ask questions, listen well and respond appropriately
- Ability to communicate effectively in writing
- Comfortable dealing with the public and communicating with customers, students, and staff
- Ability to establish and maintain cooperative relationships with co-workers and clients
- Enthusiasm for working with a culturally diverse student population, staff, and guests