



ASI STUDENT UNION OPERATIONS COORDINATOR

Auxiliary Employee | *This is a position for employment with Associated Students Inc. (ASI). This is not a position for State employment with CSU Channel Islands. For payroll purposes, this position will be hired by University Auxiliary Services (UAS), an auxiliary corporation of CSUCI. While the incumbent of this position will be considered a UAS employee for payroll and benefits purposes, the incumbent will be an ASI employee, which reports to the Division of Student Affairs.*

PURPOSE OF THE POSITION:

Under the general direction of the ASI Assistant Director for Student Union & Services, the ASI Student Union Operations Coordinator assists in the oversight of the Student Union building and facility operations, supports policy and procedure development, and the creation and implementation of engagement opportunities in a manner that focuses on exceptional programming, services and facilities usage and maintenance. The ASI Student Union Operations Coordinator supervises the Student Union Engagement & Student Services student team, which includes day-to-day oversight of five Student Union areas: customer service & engagement programs, facility events & reservations, facility operations, vendor & service management, and facility projects & maintenance.

RESPONSIBILITIES & DUTIES:

Reservation & Event Services

- Oversees the Student Union reservations process, which includes approving requests for meeting space within the Student Union and meeting with requesters to review logistics, such as layouts, service needs, and possible fees.
- Coordinates all requests through the campus 25Live system for ASI, the Student Union, ASI programs, and all campus wide and external reservation requests for facility use, which includes scheduling, approving, reporting, and coordinating chargebacks when necessary.
- Oversees student union A.V., event and equipment resources and processes. Tracks Inventory usage and guest resource reservations.
- Responsible for maintaining and implementing guidelines for Student Union reservations, services, and resources.

Facility Operations

- Identifies daily facility needs and serves as liaison with Facility Services personnel who provide facility maintenance, custodial and ground services, and construction projects.
- Prepares work order requests for Information Technology Services and Facility Services using Web Work.
- Responsible for building; maintenance operations, reservation setup & tear down, and equipment inventory.
- Formulates and articulates risk management and emergency management plans as per institutional guidelines. Maintains safety supplies and supports fire and safety education and training.
- Serves as a Student Union building marshal to ensure safety in the Student Union in the event of a campus or ASI Student Union emergency.
- Compiles, reviews, and shares operations activity reports and schedules work appropriately around building activities.
- Analyzes operational and procedural problems to develop, recommend and evaluate proposed solutions.

Facility Projects & Maintenance

- Recommends plans, and schedules special facility-related projects during breaks, as appropriate, and in coordination with ASI meetings, building activity and building tenants.
- Ensures all facilities, grounds, plants, trees, lawns, and landscaping areas are maintained.
- Implements and coordinates sustainability efforts based on institutional requirements and philosophy.
- Assists in assessing space usage and plans based on assessment data.
- Assist in creating systematic planned furniture and equipment replacement cycles.
- Develops and implements surveys through Qualtrics for the purposes of assessment and quality improvement. Assesses, analyzes, and reports findings from the Student Union guests and building occupancy.

- Ensures all technology and audio visual in the Student Union is in good working condition, including all hardware (monitors, projectors, screens, copiers, computers, printers etc.), sound equipment, and software (digital signage, cable, monitor panel programming) Makes recommendations for replacement and repair as needed.

Vendor & Service Management

- Serves as a liaison with UAS employees who provide dining services in the Lighthouse Café and Sea Store.
- Serves as a liaison with University Events, External Events and campus faculty and staff who request event space and resource reservation services within the Student Union.
- Oversees the administration of the Student Union Perks Program, including the recruitment of student participants and distribution of student points and prizes for engagement activity.
- Oversees the administration of the Dolphin Discount Program, including the recruitment of local businesses and distribution of tickets. Serves as a liaison with all Dolphin Discount Program Partners & Vendors including community vendors and amusement park ticket sales associates.

Facility Engagement Programs & Student Services

- Responsible for day-to-day logistical and programmatic oversight of the Student Union, events, and activities, including but not limited to building operations, student employment events and programming, and campus event reservations.
- Provides on-site oversight of Student Union programs, events, activities, and initiatives in keeping with University, ASI, and Student Union policies and procedures.
Evaluates and analyzes programming and advises according to CSUCI's risk management expectations.
- Advises and supports student staff in the planning, coordination, marketing, implementation, and evaluation of all facility engagement programs, events, and student service activities and initiatives including DDP and SUPP.
- Assists student staff in developing and directing the preparation and distribution of publicity for Student Union services, programs, events, activities, and initiatives including DDP and SUPP.
- On day-of-events, is responsible for pre-event logistics, assuring effective set up, event start and implementation, and event closure and clean up. Ensures effective execution, safety and security of all event and programming aspects.

Student Employee Development

- Oversees the recruitment and hiring of all ASI/Student Union student assistant staff and provides leadership and coordination of staff orientation, training, student & professional development, supervision, and evaluation.
- Oversees the schedules of Student Union student staff ensuring compliance with campus procedures and state law; amends and approves timesheets.
- Ensures all student and professional staff employees receive facility safety training and attend safety meetings.
- Conducts routine and effective all team staff meetings and regularly provides information regarding policy changes, special events and all other pertinent topics. Keeps employees informed of daily operations and messages that pertain to their work.
- Assist in the implementation and facilitation of the Student Union Employee Training Program and assess the skill development of student participants.
- Provides regular guidance to Student Union student leaders, individually and at weekly group and individual meetings, to support experiential learning and professional development experience.
- Creates and updates reports on Student Union initiatives, programming, budgets, student staff, and assessment.
- Conducts on-going assessment to determine facility and student program effectiveness and learning outcomes achievement.
- Reviews and facilitates the completion of student employee paperwork which includes but is not limited to, human resources, eligibility checks, travel authorizations, and purchasing.

Student Union Fiscal Responsibility

- Assists with the development and administration of the Student Union programming, promotional, and supplies and services budget.
- Ensures payment of expenditures related to the Student Union programming budget, including accounting and procurement paperwork.
- Provides prioritized recommendations for equipment purchases.
- Assists in coordinating Student Union accounting and procurement processes for the Student Union budget.
- Oversees campus and external space reservation & resource chargebacks, DDP vendor ticket sales site links, and DDP vendor application fees & deposits.
- Regularly monitors/tracks expenses to ensure spending according to planned budget allocation.

University and Professional Expectations

- Participates in on-going professional development and attends all staff trainings and meetings.
- Works in collaboration with the Division of Student Affairs as well as other members of the campus and external community.
- Participates on CI committees and other programs promoting student success.
- Participates in professional associations, as resources allow, to remain apprised of current research and issues pertaining to higher education, assessment, and student development (i.e. ACUI, NACA, NASPA, CSSA, CMA, ACP, etc.).
- Maintains confidentiality of student information (as per FERPA).
- Maintains confidentiality of personnel information.
- Performs additional related duties as assigned.

REQUIREMENTS OF POSITION:

Required Qualifications:

A bachelor's degree is required. At least two years of professional and administrative experience, preferably in the support of an active college or university facility and/or program. A master's degree in a job-related field may be substituted for one year of professional experience.

Preferred Qualifications:

Professional Experience, Knowledge and Skills

- Proficiency in the oversight and development of student staff, or any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved. Experience in the oversight and development of student employees is preferred.
- Experience in event coordination, working with vendors, and on-site event management.
- Ability to anticipate problems, reconcile conflicts, and operate from a strong philosophical base for student learning and engagement.
- General knowledge of campus-wide activities and student services programs with a commitment to the value of coordinated and integrative efforts across campus.
- Knowledge of applicable university infrastructure, policies, and procedures.
- Fluency with current office technology, hardware, and frequently used software (e.g. MS Word, Outlook, and MS Excel); must be highly accurate in data entry and maintenance.
- Outstanding written and oral communication skills as well as the ability to demonstrate positive customer service are required.
- Strong organizational and time management skills with attention to detail and data accuracy.
- Ability to communicate effectively with a diverse population of students, faculty, staff and community and ability to maintain a flexible, collaborative manner.

This position may require work to be performed outside of normal business hours.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with ASI and UAS. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current auxiliary employees who apply for the position.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017, as a condition of employment.

Hiring Range: \$4,690 – \$5,018 per month