

I. **Title:** Building Manager in Training (BMIT)

II. **Description/Scope:** This position is a supervised training program that will teach you how to be an effective facility manager, project and event support manager, problem solver, customer service representative, building security staff, event supervisor, resource liaison employee/leader supervisor and mentor. This training program will teach you to fully represent the University Union at UW-Green Bay campus over an entire semester. You will assist all aspects of the operations becoming familiar with all of the offices, staff and policies that govern our building. You will learn opening and closing procedures of the University Union, working the service desk in specific areas of the Union. You will also obtain additional training from our Building Services Team on how to do room setups and event support for customers. You will learn delegation skills to aid in completion of tasks and have opportunities to sharpen your multi-tasking skills.

III. **Supervisor:** Assistant Director of Building Services

IV. **Pay Rate: \$9.75/hour**

*\*Compensation according to the University Union Wage Rate Guidelines (updated summer 2017)*

V. **Time Commitment:**

The completion of this training program is required as a pre-requisite for the Building Manger (BM) position.

**Once you complete this program, the pay rate is raised to \$9.75/hour.**

This University Union operation is open Monday through Friday from 7am-11pm, and Saturday to Sunday from 10am-11pm. Some late evening hours are required for special events that can extend to 2am periodically.

Working during summer and breaks are available but not required.

VI. **Responsibilities:**

On particular scheduled shifts, members of the Building Manager in Training Team will perform the following duties and responsibilities:

- Meet with all University Union Full-Time Staff members to learn about their roles in the Union and how you can support the areas they are responsible for.
- Meet with all student Coordinators to learn their roles and how a future Building Manager supports each area.
- Go through the Building Manager training sheet and work during the required times and events in all of the service areas of the University Union for one semester (as your schedule allows).
- Become familiar with the operations of the University Ticketing and Information Desk as well as the Phoenix Club. You will be trained so that you feel comfortable filling in when it is necessary at these areas.
- Support our Dining and Catering Teams by becoming knowledgeable with the kitchen/bakery areas and equipment that support the Food Services and how to problem solve when something breaks down.
- Learn the role and specific duties of the Building Services Team to assist them with their duties.
- Become familiar dealing with building emergency/incident situations and what actions to take.
- Develop knowledge of our technical service area, staff and equipment used throughout the building.
- Assist the Marketing and Promotions Team with setup support for various programs hosted in the building.
- Learn how to support and assist various tenants in the building including Student Organizations.

VII. **Qualifications:**

Building Managers in Training must be an effective leader, reliable, responsible, mature and able to handle a variety of difficult and sometimes emergency situations Employees must have a high level of initiative, able to work independently or in a team setting, have exceptional communication skills and be an efficient problem solver. \*Familiarity with campus life and the University Union is preferred, but not required.

\*\*All University Union employees must be enrolled in at least 6 undergraduate or 5 graduate credits per semester while maintaining a minimum cumulative GPA of 2.5 and have a minimum of 4 semester of schooling left at time of hire.

Updated: 06/17

