

Student Director Position Job Description

Job Summary: The West Chester University Sykes Union Student Director is employed to ensure the safe and efficient operation of Sykes Union on evenings, weekends and other times when called upon by the Director of Sykes Union. The Student Director acts as an extension of the central building administrative staff and is fully charged and authorized to run the facility. Working under the direct supervision of the Assistant Director, and in close connection to the Sykes Union Graduate Assistants, the SD possesses a position with various duties and responsibilities. It is a managerial position and should be recognized as such. Student Directors must take the initiative to provide customers with the highest levels of customer service and strive to maintain the building appearance at all times.

The student director hours of operation include: Monday through Thursday 7:30 am- 12:30 pm, Friday 7:30 am- 1:15 am, Saturday 8:00 am- 1:15 am, and Sunday 8:30 am- 12:30 am.

Job Duties:

Customer Service

- Performs public relations functions for special events by greeting event coordinator at the beginning of an event and continuing with follow-ups during and after the event
- Provides a welcoming and inclusive environment to all students, faculty, staff and guests of the Union by offering assistance whenever required
- Read campus email and D2L on every shift

Building Operations:

- Monitor and report daily building equipment counts, discrepancies in the events agenda, unusual circumstances, breakage, etc.
- Supervise and complete set-ups and re-sets for events
- Provide assistance to customers using AV equipment and troubleshoots AV equipment
- Operate minor to mid-level audio-visual equipment
- Interpret and implement policies and procedures of Sykes Student Union by observing individual and group use of the facilities
- Ensure proper security of facilities and efficient running of scheduled events
- Open and close Union facilities ensuring all physical set-ups and facility cleanliness are completed according to daily work orders and events agenda
- Respond to emergency situations such as fire, hazardous material and medical emergencies
- Conduct periodic inspection of the equipment and services to ensure all areas and events are functioning properly.

Fiscal Responsibilities:

- Provide the Copy Center with opening banks in a timely fashion
- Monitor and maintain the operations change bank and provides change to the Copy Center as and when required
- Escort and/or assist in delivering and dropping area cash bags

Facilities and Maintenance:

- Monitor building and facility maintenance needs and reports major repair needs to appropriate departments
- Complete minor repairs on meeting services supplies such as tables, chairs, stages, etc.
- Monitor and maintain cleanliness of meeting rooms, lounges and all areas of the Student Unions

Building Security:

- Responsible for general security of Sykes Student Union.
- Must be aware of the safety of the entire complex and know relevant security procedures
- Exercise care in safeguarding all property and equipment of the Sykes Student Union
- Remain alert to any unusual occurrences such as vandalism, theft, fire, and illness. In such situations, uses judgment in reporting problems to either Union staff or Public Safety

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