



CAMPUS & STUDENT CENTERS

Student Manager/Supervisor Core Competencies

Leadership/Supervision

Student Managers and Student Supervisors will exhibit positive attributes as a leader in the Campus & Student Centers (CSCs). They will set clear, written goals that contribute to their personal development and mission of the CSCs. They will strive to reach those goals throughout the year. As leaders, Student Managers/Supervisors will exhibit competencies of customer service, conflict resolution, performance management, planning and organizing, and continuous improvement. Student Managers/Supervisors will also demonstrate the ability to supervise and manage the Associates that work at various locations within the Campus and Student Centers, including any discipline issues that need to be addressed.

Communication

Student Managers and Student Supervisors will practice effective communication with all members of the CSC team. Communication from the Student Managers will not only be limited to reporting problems, concerns, ideas, or questions to his/her supervisor, but will also include discussing any policy changes, concerns, and feedback to the Student Associates. Student Supervisors are required to report, via the on-line log, any issue that is pertinent to the rest of the Student Manager/Supervisor team. Student Managers/Supervisors will also effectively communicate services and policies to guests and customers of the CSCs.

Building/Equipment Oversight

Student Managers and Student Supervisors will be well-versed in the day-to-day operations of the CSCs. They will become aware of problem areas in the buildings that require work orders and will also be constantly looking for any possible safety hazards inside and outside the buildings. Student managers/supervisors will become familiarized with all technology equipment utilized in the CSCs.

Fiscal Management: Student Managers will learn how to manage the money that is contained in the Manager's safe as well as at the Information Desk. They will follow the procedures that are in place when taking money in and out of the safe and will report any problems that occur regarding money to the Operations Manager. Student Managers will also manage the ticket inventory that is in the Manager's safe and the Information Desk. In addition, Student Managers will remember to clock in and out of their shifts and remind Associates to do the same.



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Student Associate Core Competencies

Communication

Student Associates will practice effective communication with all of the Campus and Student Centers (CSCs) staff. Communication from the Student Associates will include reporting any concerns, ideas, questions or problems to the supervisor. Associates will also effectively communicate services and policies to guests and customers in the CSC's.

Fiscal Management

Student Associates will be knowledgeable of the money handling procedures for the CSCs. Recognizing property as a resource; Student Associates will also respect and take care of property in order to avoid losses.

Building/Equipment Oversight

Student Associates will be well-versed in the day-to-day operations of the CSCs. They will be aware of problem areas in the buildings and how to properly report the problem to managers and supervisors. By following policy, procedures, and building protocol, Student Associates will also be concerned for the safety of the guests and will report any problems that may arise.

Customer Service

Student Associates will develop strong customer service skills as employees of the CSCs. As leaders, Student Associates will exhibit competencies of customer service, conflict resolution, performance management, planning and organizing, and continuous improvement. Students will also develop customer service skills that help them take on the challenge of other positions in the CSCs or a post-graduation setting.