Title: Associate Director, MainStreet Operations

Pay Scale Group: 18

**Essential Function**
Under general supervision from a designated administrator, assist with direction and development of MainStreet operations.

**Characteristic Duties**
- Assist with direction and development of MainStreet operations, including Tangeman University Center (TUC), Student Life Center (SLC), and MainStreet open spaces. Assume leadership for MainStreet Operations in the absence of the Director.
- Oversee daily operation of TUC and SLC facilities.
- Ensure cleanliness, maintenance and repair of facilities.
- Establish strategic direction to achieve short- and long-term goals. Develop and monitor revenue and expense budget. Report results.
- Lead and direct information desk, game room and theatre, receiving, security and TUC opening/closing staff in provision of excellent customer service. Meet customer needs and resolve customer problems.
- Act as liaison with bank, food and retail kiosk vendors, Public Safety, Facilities Management, and other for day-to-day operations. Assure quality service, cleanliness, security and safety standards are met.
- Develop and implement policies and procedures that ensure successful operation of each functional area and compliance with local, state, federal and University regulations.
- Serve as member on various committees. Represent director at meetings with internal and external parties, with moderate authority to make commitments.
- May provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).
- Perform related duties based on departmental need.

**Minimum Qualifications**
- Bachelor’s degree with five (5) years experience; -OR- Associate’s degree with seven (7) years experience; -OR- nine (9) years experience. Degree must be in Business Administration, Marketing or a related field. Experience must include at least three (3) years supervision.

*Last updated: February 2004*