Classification Specification for Unclassified Service

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Title: Assistant Director, MainStreet Operations

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 Associate Director.

- Oversee daily operation of programs, marketing, services, and facilities of MainStreet Operations.

- Establish strategic direction to achieve short- and long-term goals. Develop and monitor revenue and expense budget. Report results.

- Coordinate training of Emergency Action Plan, American Red Cross First Aid/CPR/AED Certification for the Professional Rescuer. Coordinate and conduct quarterly Code Blue Weeks where scenarios are held and skills are tested.

- Primary liaison with Conference and Event Services to ensure proper and timely use of space and needs of customers are met. Review event needs including personnel, equipment, furnishings, AV, security, grounds, etc. Coordinate personnel, set and reset of space, AV, and other needs. Open and close TUC.

- Provide excellent customer service. Meet customer needs and resolve customer problems.

- Act as liaison with MainStreet 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.

- Coordinate student payroll; serve as timekeeper.

- Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, training, approve time off, etc.).
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- Perform related duties based on departmental need.

Minimum Qualifications
- Bachelor’s degree with three (3) years experience; -OR- Associate’s degree with five (5) years experience; -OR- seven (7) years experience. Degree must be in Business Administration, Marketing or a related field. Experience may require at least one (1) year supervision.

Last updated: June 2012