

Spec. Code: 1147
Occ. Area: 03
Work Area: 078
Prom. Line: None
Prob. Period: 6 mo.
Effective Date: 11/15/11

ASSISTANT DIRECTOR OF UNIVERSITY STUDENT CENTER

Function of Job

Under administrative direction, assists in directing the operations of a University Student Center and assists in implementing the objectives, philosophies, and goals of the University Student Center. Performs administrative work and assists in directing the operation of the University Student Center. Work involves managing the student union within University policy and general administrative guidelines. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function.

Characteristic Duties and Responsibilities

1. is familiar with, promotes, and carries out the objectives, philosophies, and goals of the University Student Center
2. coordinates space allocation for the University Student Center; promotes the use of the University Student Center for activities and manages programs
3. supervises and assumes responsibility for the operation of assigned areas including custodial staff's building use and needs; monitors building maintenance and repair
4. provides assistance and guidance to meet the needs of the students, faculty, alumni, and guests using the University Student Center
5. assumes responsibility for the operation of the University Student Center in the absence of the Director, as required
6. supervises or assists in the supervision of clerical staff and/or other assigned personnel
7. assists in the management of the University Student Center's budget
8. conducts research, prepares reports, and makes recommendations on the basis of research; responds to student's problems, complaints, and suggestions
9. participates in the planning and implementation of the University Student Center orientation
10. directs and advises the Advisory Board

11. coordinates the planning and development of assessment and program reviews
12. develops and implements programs and services related to student development, learning, and training
13. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Bachelor's Degree (120 hours) leading to a major in student personnel, business administration, or a closely related field.
2. Two years (24 months) of experience in the management of a university/college student union/center or college/university conference unit*

*Note: A Master's Degree or higher in student personnel, business administration, or a closely related field may be substituted for one year of experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
2. Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
3. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
4. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
5. Reading Comprehension
6. Effectively conveying information to others verbally and through writing
7. Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

8. Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
9. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
10. Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
11. Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.
12. Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
13. Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
14. Coordinating the Work and Activities of Others — Getting members of a group to work together to accomplish tasks.
15. Expertise in Student Development Theory and practice.