**Student Director Position Description**

**Job Summary:** The West Chester University Sykes Union Student Director is employed to ensure the safe and efficient operation of Sykes Union during daytimes, evenings, weekends, and other times when called upon by the Director of Sykes Union or appropriate designee. The Student Director acts as an extension of the central building administrative staff and as such is fully charged and authorized to run the facility. Working under the direct supervision of and in close connection with the Sykes Union Profession Staff and Graduate Assistants, the SD possesses a position with various duties and responsibilities. It is a managerial position and should be recognized as such.

As a front-end representative of Sykes Student Union, an SD must take the initiative to provide both internal and external customers with the highest levels of customer service and strive to maintain the building appearance and environment at all times.

**Time Requirement:**

As an SD, on average, you will be working 7-9 hours a week and 6-8 hours per weekend. This approximates to 14 ½ hours a week. Your hours may range, and can fall between the following times:

* Monday-Wednesday 7:30am-12:30am
* Thursday-Sunday: 7:30am-1:30am

**Expectations:**

As an SD, your role is crucial to the vitality and success of Sykes Student Union. Sykes employees are considered *essential* personnel. This position requires ownership and accountability on the part of the Student Director. That said, your priorities should stand as:

1. Academic Success
2. Student Director Position
3. Campus Organizations and other obligations

**Job Duties:**

**Customer Service**

* Performs public relations functions for special events such as 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.
* Establish a positive and upbeat work environment at all times.
* Ability to multi-task and work in a fast-paced environment.

**Building Operations:**

* Monitors and reports daily building equipment counts, discrepancies in the events agenda, unusual circumstances, breakage, etc.
* Supervises and/or completes set-ups and re-sets for events which includes furniture, audio-visual equipment and general appearance of Sykes Student Union.
* Uses independent judgment in meeting departmental standards for setup and overall appearance and operation.
* Interprets and implements policies and procedures of Sykes Student Union for individual and group use of the facilities.
* Ensures proper security of facilities and efficient running of scheduled events.
* Opens and closes Union, ensuring all physical set-ups and facility cleanliness are completed according to daily work orders and agenda.
* Responds to emergency situations such as fire, hazardous materials, and medical emergencies.
* Conducts periodic inspection of the equipment and services to ensure all areas and events are functioning properly.

**Fiscal Responsibilities:**

* Responsible for providing the Copy Center with opening banks in a timely fashion.
* Monitors and maintains the operations change bank and provides change to the Copy Center when needed.
* Escorts and/or assists in delivering and dropping area cash bags.

**Facilities and Management:**

* Monitors building and facility maintenance needs and reports major repairs needs to the appropriate departments.
* Completes minor repairs on meeting services supplies such as tables, chairs, stages, etc.
* Monitors and maintains cleanliness of meeting rooms, lounges, and all areas of the Student Union.

**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.
* Must exercise care in safeguarding all property and equipment of the Sykes Student Union.
* Must be alert to any unusual occurrences such as vandalism, theft, fire, and illness. In Such situation, use judgment in reporting problems to either Union staff or University Police.
* Must be comfortable implementing University and Union policies with students, faculty, staff, and all Union visitors.
* Must put into action building emergency procedures when necessary.