

Community and Training Manager

This role supports all areas of Student Centers, fluidly connecting operations, customer service, and facilities in order to provide an optimal guest experience. Managers share responsibility for leadership and operations functions, alongside their specific role assignments and projects. Managers maintain a weekly schedule of at least 12 hours and shifts may be scheduled throughout the day, 7a-11p. Previous employment with Student Centers is required.

Key Functions:

Shared Manager Responsibilities:

- Conduct Monthly 1-on-1 meetings with select Event Services Associates.
- Collaboratively organize and conduct staff meetings.
- Retain and excel in the execution of Event Services Associate responsibilities.
- Provide leadership, role-modeling, training, and accountability for Event Services Associates in accordance with Student Centers Community Standards.
- Serve as shift lead in all areas respective to customer service, event operations, and facilities management.
- Support other managers in their duties.

Community Development

- Serve as training lead for new staff, including:
 - Scheduling and communication of new hire orientation/training
 - Training on equipment, setup, and event procedures.
 - Reviewing and updating team progress of Brightspace training modules.
- Create, distribute, and advance feedback from staff feedback surveys.
- Lead multiple community-building activities and staff meetings each semester.
- Create and communicate a staff newsletter.
- Manage and distribute all operational signage.

*Learning Outcomes:

- **Career & Self-Development** - Managers proactively develop themselves and their careers through ongoing personal and professional learning, increasing awareness of their strengths and weaknesses, navigating career opportunities, and networking to build relationships within and beyond Student Centers.
- **Communication** - Managers clearly and effectively exchange information, ideas, facts, and perspectives with clients, teammates, and members of the Vanderbilt community.
- **Critical Thinking** - Managers identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.
- **Equity & Inclusion** - Managers demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures.
- **Leadership** - Managers recognize and capitalize on personal and team strengths to achieve organizational goals.
- **Professionalism** - Managers recognize work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.
- **Teamwork** - Managers build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.
- **Technology** - Managers understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals