

---

## Auburn University Job Description

Job Title: **Asst Dir, Melton Student Center**

Grade AS13 \$54,500 - \$98,100

Job Code: **AA47**

FLSA status: Exempt

Job Family: Administration & Operational Support

Job Function: Operational Support

---

### Job Summary

The Asst Dir, Melton Student Center provides direct oversight of daily operations of the Student Center Reservations department. Including overseeing and managing the reservation process and procedures for more than 20 event spaces/venues located across Auburn University's campus. This position will also be responsible for the James E. Foy Information Desk and supervise the 75+ student employees that operate the information desk space. Additionally this position will be the direct point of contact for all outside organizations that will contract these event spaces. This person will also oversee budget assessment, policies, procedure, fees, complaints, and the Campus Event Planning System and Master Events Calendar for the entire University.

### Essential Functions

1. Manages and oversees the Student Center Reservations department, which includes Melton Student Center, Student Activities Center, Beard Eaves Memorial Coliseum, The University Chapel, Foy Hall Auditorium, Amphitheater, Cater Hall Lawn, Campus Green, Open Air Forums, Haley Center Concourse, various Haley Center rooms, and various other locations on campus.
  2. Develop all policies and procedures, answer inquiries, coordinate Camp War Eagle Vendor Fairs, provide tours and presentations about the Melton Student Center and/or any of the auxiliary buildings and spaces that are under the Student Center department.
  3. Oversees the operation of the James E. Foy Information Desk and the student employees. This includes overseeing interviewing, on-boarding and the training of student employees and ensuring staffing requirements are met. This position will also supervise the Student Center Reservation Team.
  4. Develop and coordinate all customer service training for all student employees and all Student Center full time staff. Providing oversight of the customer service functions. Creates and administers a comprehensive training program for staff members to ensure members are knowledgeable about services, programs, and facilities across campus.
  5. Prepares, develops, and administers the Student Center Reservations and Foy Information Desk budgets. Participates in the development and administration of the departmental budget. Monitors all financial transactions. Responsible for overseeing all bookings, billings, account collection, creation of fees, oversight of policies and procedures of locations, and all guest questions or concerns.
  6. Coordinate and compile monthly assessment data representing the Student Center and everything that falls under this department. Compiles data through surveys, focus groups, word of mouth, and other forms of research to provide detailed input on ordering new equipment, facility needs, patron needs, customer service satisfaction, and improvement of all program areas within the spaces. Provides space allocation analysis and projections.
  7. Oversee and administer the reservations software system as well as additional software supporting the Student Center Reservations and Events Operations. Responsible for other software needs for the James E. Foy Information Desk and for any of the venues and spaces that fall under the Student Center Operations department. Conduct and support training presentations. Oversee the software for the Campus Event Planning System and master events calendar.
-

8. Coordinates and oversees all Student Center assessment and strategic planning for the department. Develops, conducts, and evaluates surveys and other research methodologies to ensure needs and concerns are met including Student Center improvements. Prepares multiple data usage reports. Develops, implements, and maintains programmatic strategies, priorities, methods, systems, and business plans. Reviews, assesses, and reports on the various aspects of the Student Center.
9. Oversees the Student Center Website and online activities. Serves on university committees representing the Student Center and or Student Affairs. Performs varied public relations and marketing functions to promote the Student Center, departmental programs, and facilities. Coordinate the Campus Event Committee.
10. Plan, oversee and execute the development, maintenance, and management of the Auburn University centralized, unified events management website. (Campus Event Planning System). Ensure the large volume of requests are moving through the approval process by partnering with appropriate Campus Event Committee members.

### **Supervisory Responsibility**

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

---

---

## Auburn University Job Description

---

### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Bachelor's Degree	Bachelor's Degree with no specific discipline is required.
<b>Experience (yrs.)</b>	6	Experience in event planning, building operations, and office procedures and practices.

#### Substitutions allowed for Education:

No substitutions allowed.

#### Substitutions allowed for Experience:

No substitutions allowed.

### Minimum Required Knowledge

Knowledge and understanding of student learning and development concepts/theory and be able to implement those concepts when working with Auburn University students. The individual should also have an understanding of budgeting practices, assessment, and strategic planning, communications, customer service knowledge and supervisory skills.

### Certification or Licensure Requirements

None Required.

### Pre-Employment Screening Requirements

---

## Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 11/10/2023

---

---