AUBURN
Human Resources

Asst Dir, Melton Student Center

Job Description

JOB INFORMATION

Job Code	AA47
Job Description Title	Asst Dir, Melton Student Center
Pay Grade	AS13
Range Minimum	$60,040
33rd %	$76,060
Range Midpoint	$84,060
67th %	$92,070
Range Maximum	$108,080
Exemption Status	Exempt
Organizational use restricted to the following divisions	169 SVP for Student Affairs
Approved Date:	12/11/2024 3:29:55 PM

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Operational Support

JOB SUMMARY

The Assistant Director of Melton Student Center provides direct oversight of the daily operations of the Student Center Reservations department. Oversees and manages the reservation process and procedures for more than 20 event spaces and venues across Auburn University's campus. This position is also responsible for the James E. Foy Information Desk and provides second-level supervision to the 75+ student employees who operate the information desk space. Serves as the direct point of contact for all outside organizations that will contract these event spaces. Oversees budget assessment, policies, procedures, fees, complaints, and the Campus Event Planning System related to Student Center Reservations.

RESPONSIBILITIES

- 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.
- Develops all policies and procedures, answers inquiries, coordinates Camp War Eagle Vendor Fairs, and provides tours and presentations about the Melton Student Center and any of the auxiliary buildings and spaces that are under the Student Center department.
- Provides oversight to the operation of the James E. Foy Information Desk and the student employees. Supervises the Student Center Reservation Team.
- Develops and coordinates all customer service training for all student employees and all Student Center full-time staff. Provides 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.
- 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.
- Coordinates and compiles 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.
- Oversees and administers 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.

RESPONSIBILITIES

	Foy Information Desk and for any of the venues and spaces that fall under the Student Center Operations department. Conducts and supports training presentations.
•	Coordinates and oversees all Student Center assessments 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.
•	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.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

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.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	with no specific discipline	and	6 years of	experience in event planning, building operations, and office procedures and practices.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

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

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Walking				X		
Sitting				X		
Lifting			X			25
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.