



December 1, 2011

Dear Applicant,

Thank you for your interest in the Dobbs University Center (DUC) Student Manager position. For over 32 years the DUC Student Manager Program has been an integral part of the building operations and programming. The DUC takes pride in being able to continue the legacy of past and present student managers while engaging future ones. We are looking for student managers who are willing to support the DUC's mission into the 2012-2013 academic year in return for valuable life and leadership skills.

Enclosed you will find all the necessary information to make this process easy for you including an application for the 2012-2013 Student Manager position, a job description, candidate's statement form, and information for recommendation forms. A list of important dates and deadlines is also included.

Important Dates & Deadlines

<p>JANUARY 27TH <i>Applications and recommendations are DUE!</i></p>	<p>FEBRUARY 6TH - 17TH <i>Group interviews will be held.</i></p>	<p>FEBRUARY 22ND - 29TH <i>Individual interviews will be held</i></p>	<p>MARCH 2ND <i>Offer letters will go out.</i></p>	<p>MARCH 7TH <i>Training begins! *see schedule below.</i></p>
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You may return your application via campus mail to the Dobbs University Center P.O. Drawer AAA, or drop it off at the DUC Operations Office in Room 222E. Please feel free to e-mail me if you have any questions. No phone calls at this time.

Good luck with your candidacy!
Sincerely,

Sarah Cammuso
Operations Coordinator
E-mail: scammus@emory.edu
Office Phone: (404) 727-6158
Work Cell: (770) 686-4541
Fax: (404) 727-5318

The DUC is your place to play!
www.emory.edu/duc • 605 Asbury Circle, Atlanta, GA. 30322 • (404) 727-4636

DOBBS UNIVERSITY CENTER

STUDENT MANAGER JOB DESCRIPTION

The Student Manager is primarily responsible for the operations of the University Center during afternoon, evenings, and weekends. Supervised directly by the Operations Coordinator, the Student Manager also works in conjunction with the Asst. Director and the office staff. The Student manager will have prior supervisory/ leadership experience and a practical knowledge of DUC Operations.

PERSONNEL RESPONSIBILITIES

- A. Assist staff in hiring and training new and returning associates.
- B. Evaluate student associates in job performance.
- C. Act as communication liaison between associates and professional staff, where possible.
- D. Conduct all interactions professionally.
- E. Communicate with associates; be aware of their concerns and work habits.

OPERATIONS RESPONSIBILITIES

- A. Responsible for maintaining security and services of the building.
 1. Open and close the building.
 2. Assist in establishing and enforcing building policy.
 3. Share responsibility in maintaining upkeep of building including routine building inspections and assisting at the Student Information/Ticket Desk.
- B. Direct student associates in relation to job responsibilities.
 1. Supervise the Information/Ticket Desk associates.
 2. Keep Information/Ticket Desk tidy during your shift (put old magazines in the drawer, throw trash away, make sure associates don't have food/drink near the computer or papers all over the desk.)
- C. Responsible for overseeing university and community activities held in the building.
 1. Ensure readiness and monitor usage of University Center facilities for scheduled events.
 2. Serve as a public relations and resource person to the members of groups using the building.

FINANCIAL RESPONSIBILITIES

- A. Responsible for transactions (including counting and securing) ticket cash sales and deposits.
- B. Monitoring and replacing tickets, change and supplies.

POSITION EXPECTATIONS

- A. Responsible for coordinating activities and services of one of the following areas: Marketing, Tickets, Programming, Sustainability, Incentives, Art Gallery, DownUnder Gameroom, Meeting Services, Social Media...etc.
- B. Management of the DUC for appx. 15 hrs/wk.
- C. Attend regularly scheduled Student Manager meetings.
- D. Participate in training sessions, retreats, and workshops as scheduled.
- E. Meet Weekly with the Operations Coordinator.
- F. Perform area tasks approximately 4 hours per week.

2012 - 2013

STUDENT MANAGER APPLICATION

Fill out both pages of the attached application form as well as the candidate's statement

Please type or print legibly. Applications may be mailed or delivered to: Sarah Cammuso, DUC, Drawer AAA, Emory University, Atlanta, Ga. 30322. Recommendations and applications may also be submitted via e-mail to scammus@emory.edu or by fax at 404-727-5318. All materials are due by January 27th, 2012.

Two recommendations are REQUIRED

You will submit their information to me and they will receive a link that takes about 7 minutes. Both should attest to your supervisory leadership experience. At least one of the two should come from a person within the College community. Be certain they list your name on the recommendation. It is preferred that you not ask a current manager or current DUC Employee to complete a reference form for you. Ask that person to return it directly to Sarah Cammuso, DUC Operations Coordinator at the above address no later than January 27th, 2012.

Application Review

The DUC Administration staff, as well as current senior Student Managers, will review written credentials as well as interview notes. We will be discussing all applications and interview potential candidates. You are not required to submit a resume, but if you choose to include one with your application, we will gladly accept it as another informational source.

You will be involved in one Group Interview and one Individual Interview.

Each candidate will be required to attend 4 group trainings, shadow 4 shifts and attend the annual 3 day Managers Retreat.

Mandatory Training*

Each candidate will be required to attend 4 group trainings, shadow 4 shifts and attend the annual 3 day Managers Retreat.

Wednesday, March 7: 7pm-9pm Intro to Managing & the DUC Customer Service Philosophy
Wednesday, March 21: 7pm-9pm Building Tour & Audio Visual Support
Wednesday, March 28: 7pm-9pm Information Desk Services & Procedures
Wednesday, April 4: 7pm-9pm Meeting Services & Emergency Procedures
August 15 -17: Manager Retreat (*these date may vary slightly*)

Falsification of any information on this application form be considered grounds for rejection or dismissal.

Returning Managers

Returning Managers should fill out the application and include one (1) recommendation. Applications are due by January 27th, 2012. New and Returning managers are required to attend all trainings, manager meetings, and the fall retreat. New managers will be shadowing returning managers on shift.

PERSONAL INFORMATION

Name _____ Student ID # _____

Current Address _____

Phone Number _____

Permanent Address _____

Permanent Phone Number _____

EDUCATION

College/University Degree Dates (Indicate all colleges & universities attended – most recent first)

College/University	Dates Attended	Degree Earned
_____	_____	_____
_____	_____	_____
_____	_____	_____

Current GPA: _____ Major(s) _____ Minor(s) _____

INVOLVEMENT

Current Activities/Organizations/Clubs/Teams/Leadership Positions

Describe how any of the above listed achievements reflect your supervisory, management, or leadership skills:

Will you hold any of the following positions during the 2012-2013 academic school year?* (Check all that apply)

- Resident Assistant
- Sophomore Resident Assistant
- Orientation Leader

**Due to the demanding hours of these positions and scheduling conflicts the DUC is unable to hire students holding the above positions as a DUC Student Manager. If you hold one of the above positions you may still apply for an Audio Visual Technician or Information Desk & Ticket Services Associate position.*

EMPLOYMENT HISTORY

Indicate two positions that you have held that demonstrate your capabilities for the Student Manager position.

Employer

Position

Dates Employed

Based on your previous job responsibilities and expectations describe how any of the listed positions reflect your supervisory management, or leadership skills:

What special skills or abilities do you have that you feel will be of value to you in the Student Manager position?

Please describe your current academic and career goals:

CANDIDATE STATEMENT

On a separate, typed page please provide a brief statement/response to each of the following:

1. What can you offer the Dobbs University Center and the Emory Community as Student Manager?
2. What is the role of the DUC on campus, and how can you enhance its role?
3. Why do you desire to become a Student Manager?

RECOMMENDATION

Please request recommendations from 2 individuals who can attest to your suitability for the Student Manager position List below each individuals name, including their title, phone number and e-mail address. All persons you list will get a link that is unique to you. Please remind them that we appreciate their assistance, and that we absolutely need the completed recommendation by January 27th, 2012. *Returning Managers should request one reference.*

Name

Title/Position

E-mail

Phone