



The Donald P. & Katherine B. Loker University Student Union, Inc.
California State University, Dominguez Hills
1000 E. Victoria Street, Carson CA 90747

FACILITY SERVICES MANAGER

Reports To: Assist. Director, Facility Operations **FLSA Status:** Exempt **Position Category:** Regular Full-Time

The Loker University Student Union, Inc. (LSU) is an auxiliary of California State University, Dominguez Hills and is a California 501(c)3 Not For Profit Corporation. The facility, totaling approximately 120,000 square feet, houses the University Bookstore, Campus Dining, Associated Students, Inc., in addition to various meeting facilities, lounges and recreational space. As the hub of campus activity, the mission of the Student Union includes “providing cultural, social and recreational programming that supports the educational mission of the University” and “providing programs and services that enhance the quality of life” for members of the campus community.

SUMMARY

Under the supervision of the Assistant Director Facility Operations of the Donald P. and Katherine B. Loker University Student Union, Inc. (LSU), the Facility Services Manager performs a wide range of general administrative responsibilities in support of daily service operations of the Student Union.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Oversees the day-to-day facility operations and services of LSU pertaining to facility opening and closing, reservations and event services, commercial vending, filming, and incident response; occasionally observes operations during extended operating hours and weekends to monitor performance and SWOT.
- Systems administrator for various programs utilized within scope of responsibilities; manages annual systems maintenance and/or upgrades; provides lead direction for systems adoptions and/or conversions, oversees end-user security protocols and trainings.
- Enforces, develops and/or revises facilities use policies; annually reviews market rates and prepares formal recommendations for rate increases; oversees new policy or rate implementation ensuring timely internal employee training and communications for external partners.
- Maintains revenue and expense accounts related to conference center and vendor programs; conducts monthly DTB reconciliation and produces quarterly budget reports.
- Implements short-term and long-term projects within allocated budgets and timeframes; recommends new programs, services, or revenue streams; analyzes space utilization patterns to make recommendations, and to produce statistical reports as required.
- Oversees daily upkeep of public spaces and lounges; coordinates space, furniture, and equipment maintenance.
- Coordinates advertising and marketing materials to promote facility use and revenue generation; leads development of web and mobile services for the programs and services under their purview.

- Maintains collaborative relationships and communications with critical business partners including university administrators and service departments, dining service operators, and external service providers; actively seeks out and establishes business partnerships to generate revenue and/or reduce operating costs.
- Coordinates building manager support of LSU service-points as needed for breaks and point-of-sale close out procedures.

SUPERVISORY RESPONSIBILITIES

Provides lead work direction to a team up to 20 members. Directly supervises professional staff and student assistants who function as Reservations Coordinator, Reservations Assistants, Operations Assistant, Building Managers and Setup Crew. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

Bachelor's degree; and 3 years of related experience and/or training; or equivalent combination of education and experience. Prior experience in hospitality or event management, including knowledge of audio-visual equipment and technology.

LANGUAGE SKILLS

Ability to read, analyze, and interpret technical journals, and financial reports /statements. Ability to respond to common inquiries or concerns from team members, client, regulatory agencies, or outside financing sources. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Regularly exercises discretion and independent judgment.

COMPUTER SKILLS

To perform this job successfully, an individual should have advanced knowledge of MS Office, including Excel, Word, and Outlook, Google Suite, and experience with event and facility management software: EMS Enterprise, Virtual EMS, EMS Master Calendar, 7 Points, Social Tables, and TRAF-SYS.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds, and often lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and color vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees in this position work indoors and outdoors. Periodic evening or weekend work may be required. Occasional travel may be required. Regular public contact is required. The noise level in the work environment is usually moderate.

CONDITIONS OF EMPLOYMENT

This position is employed by the LSU and is subject to related personnel policies and procedures. Employment is on an at-will basis and can be terminated by either an employee or the LSU at any time with or without cause or advanced notice. Permanent status can neither be obtained nor granted.

A general background check (including criminal records check) must be completed satisfactorily before any candidate can begin a position. Failure to complete the background check satisfactorily may affect the application status of applicants or continued employment of current LSU employees who apply for the position.

LSU hires only individuals lawfully authorized to work in the United States.

EQUAL EMPLOYMENT OPPORTUNITY

LSU is an Affirmative Action/Equal Opportunity Employer. Applicants for employment will be considered without regard to race, color, religion, ancestry, national origin, age, sex, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, disability, covered veteran status, or other status.

COMPENSATION

The anticipated salary is roughly \$70,000 annually. LSU offers full medical benefits, dental benefits, vision benefits, CalPERS retirement benefits, and education assistance are available upon hiring.

PRIORITY SCREENING

The position will remain open until filled and review of applications will begin August 26, 2022.

To apply for the position, please visit <https://www.lsuksudh.org/professional-positions/>. A Professional Employment Application and resume must be submitted for candidate consideration.