

Position Summary

Reporting to the Assistant Manager of Event Operations, Operations Managers ensure the efficient daily management of all Events & Conference Services (ECS) spaces, including the Paul Robeson Campus Center (PRCC), Ruth Bader Ginsburg Hall (RBGH), and Express Newark (EN). Managers oversee inventory, equipment maintenance, and room setups while supervising the Operations Crew, Specialists, and Technicians to maintain a safe, organized, and professional environment.

Rate of Pay

\$18.10/hr

Key Responsibilities

- **Facility Oversight:** Manage building opening/closing procedures and conduct frequent inspections to ensure safety and report maintenance needs.
- **Team Leadership:** Supervise, train, and evaluate student staff (Crew, Specialists, and Technicians); act as the primary point of contact during active shifts.
- **Event Logistics:** Execute room setups and operate audiovisual equipment; maintain an accurate inventory of event assets.
- **Administrative Support:** Process reservation requests, manage data entry, and ensure departmental policies are consistently applied.
- **Safety & Security:** Monitor for suspicious activity and serve as the primary liaison to RUPD and professional staff during incidents.

Required Qualifications

- Currently matriculated Rutgers University–Newark student (minimum 2.0 GPA).
- Minimum six months of work experience in ECS or an equivalent operations role.
- Successful completion of the ECS Manager Boot Camp.
- Physical ability to lift at least 50 lbs.
- **Availability:** Flexible schedule required, including nights, weekends, and academic breaks (Winter, Spring, and Summer) to support event fluctuations.

Preferred Qualifications

- Demonstrated leadership or supervisory experience in a customer-facing environment.
- Strong organizational and communication skills with the ability to exercise sound judgment in high-pressure or emergency situations.
- Technical proficiency with audiovisual or event production equipment.

Additional Information

- **Performance:** Evaluated on a semester basis.

- **Systems:** Staff will be trained in UKG Ready, 7Point Operations, and Crestron AV systems.
- **Expectations:** Attendance at all departmental trainings and meetings is mandatory.
- **Team Assignment:** Managers may be assigned to lead specific functional teams (Crew, Specialists, or Technicians) and are expected to master the responsibilities of those respective areas.