

Supervisor & Office Staff Position Descriptions

Below are lists of tasks that are frequently performed and expectations for each position. These lists are not exhaustive, but to help give an idea of what is expected of someone in the position.

Building Coordinator

- Go through a training process with the Facilities Operations Specialist and fellow Building Coordinators
- Regularly work shifts in a position requiring more independence and initiative
- Deal with issues to the best of their abilities with little or no assistance and have a high level of personal responsibility
- Expected to meet with administrators, shadow senior-level BCs, and study the training manual to learn the building's layout, policies, and procedures
- Will be trained on the SCOC phone systems and are expected to cover the administrative office after-hours
- Expected to be aware of and to provide information regarding all events and activities that take place in the building during a shift
- Assist with the upkeep of the building as well as the safety of its patrons, often without direct supervision of SCOC administrators
- Keep a log of all activities in the building, note maintenance items identified during building inspections, and communicate all issues to the administrators
- Assist administrators and supervisors with various duties during events, including but not limited to:
 - Wheelchair check-out
 - Bleacher light operations
 - Security of the facility and individual areas
 - Completion of accident and incident reports
 - General patron safety
- Responsible for building lock-up every night as well as opening the facility on weekends
- Responsible for after-hours client contact for all club and recreational activities

Changeover Supervisor

- Go through a training process to become a supervisor with the help of a mentor
- Training of and driving in/out the lower level bleacher system
- Handling of side rails, front rails, and handrails
- Handle trash, recycle, compost, sweeping of bleachers and general cleanliness of the building
- Training of and use of forklifts
- General setting of the various spaces inside the building in regard to equipment like tables, chairs, pipe and drape, etc.
- Working unusual hours like late night or early morning shifts
- Drive and operate vehicles such as forklifts, vans, and box trucks
- End of semester 1-on-1s with division heads or admin to provide and receive feedback

Event Staff Supervisor

- Go through a training process to become a supervisor with the help of a mentor
- Direct and lead crews ranging from 2 to 110 crew members
- Develop interpersonal and problem-solving skills working with crew members and patrons
- Provide excellent customer service to everyone in the building
- Complete security measures prior, during, and after to events such as wands, bowls, metal detectors, and amnesty boxes
- Collaborate with administrators and fellow supervisors to promote safe environment and adhere to building policy
- Arrive 1-2 hours prior to early crew to prepare for events and can stay for 1-2 hours after to put away equipment
- Drive and operate vehicles such as forklifts, vans, and box trucks
- End of semester 1-on-1s with division heads or admin to provide and receive feedback

Technical Supervisor

- Go through a training process to become a supervisor with the help of a mentor
- Set power and audio equipment for numerous events inside the O'Connell Center
- Mix audio during all sporting events inside the O'Connell Center (i.e. Basketball, Volleyball, Gymnastics, etc..)
- Lead crews while building stages for events
- Interact with road crews during touring shows and assist with load-ins and load-outs
- Take certification classes to be proficient in audio and other technical skills needed for operations
- Drive and operate vehicles such as forklifts, vans, and box trucks
- Drive to different venues to set-up, operate and strike PA equipment for a variety of clients
- Perform routine maintenance on technical equipment
- Schedule meetings with assigned mentor to evaluate progression within the division
- End of semester 1-on-1s with division heads or admin to provide and receive feedback

Audience Development Assistant

The Audience Development Assistant will operate out of the University Box Office located at the Stephen C. O'Connell Center. Primary responsibilities include selling tickets for all O'Connell Center special events and UF School of Theatre and Dance events while also promoting for all events that take place in the arena.

Duties Performed:

- Utilizes Ticketmaster Classic software to sell tickets for O'Connell Center special events and UF School of Theatre and Dance events.
- Provides excellent customer service to all patrons who visit the box office and occasionally assists with telephone sales.
- Coordinates with Audience Development team in an effort to promote all upcoming events.
- Utilizes social media to showcase the fan experience at all events that take place inside the O'Connell Center (concerts, athletics, family events, etc.).
- Participates in periodic marketing meetings to assist in generating new ideas for promoting events via social media and other avenues.
- Sells tickets during on-sales when events are announced and assists in ticket sales on the nights of shows for O'Connell Center events and theatre events at the McGuire Pavilion.

Business Office Assistant

The Stephen C. O'Connell Center is looking for a part-time assistant to support the Associate Director, Accountant, and Fiscal Assistant in all fiscal and general business office responsibilities.

In support of that mission, the Business Office Assistant will perform tasks and provide support with the following duties:

List of Primary Duties/Support Areas:

- Accounts Payable Processing
- Preparing Departmental Deposits
- Prepare Special Financial Reports
- Minor Purchasing duties
- Audit Responsibility
- Prepare Daily Reports
- Contract Preparation
- Show Settlements

Additional Duties (as needed):

- Payroll – Time and Attendance processing
- Box Office Functions
- Invoice Generation
- Financial Statements
- Prepare Journal Transfers
- Budget Preparation
- Fiscal Projections
- Annual Report Preparation

Employee Relations Office Assistant

This position will be responsible for the day-to-day operations of the Employee Relations Office, with tasks including but not limited to:

- Create a welcoming environment for all students, and visitors by being friendly, courteous, and engaging
- Responsible for answering incoming phone calls, emails, and Facebook correspondence
- Completing and filing paperwork with UF Human Resources and the online systems that manage pay rate(s)
 - A special training is required for the permission to edit such information
 - Maintain privacy of student records
- Calling employees in order to communicate information about working shifts and any possible changes to existing shifts
- Creating written correspondences, such as emails and letters, to employees and other companies we work with on a regular basis
- Perform general customer service such as assisting everyone that steps into the ERO, whether an employee or not, and mitigating any issues
- Assisting in general office support such as, but not limited to, filling out vehicle logs, reporting worker's compensation incidents, archiving employee files, assisting with issues on Team Xpress/E-Time, and maintaining staff HQ
- Provide assistance to Administrative Staff as needed
- Annual Gator Growl/homecoming week support

Marketing Assistant

As the Marketing Assistant of the Stephen C. O'Connell Center, you will expand your creative horizons through traditional marketing mediums and social media program management engaging with our fan base to promote our wide variety of events. In addition to your social media/marketing responsibilities, you will be the lead content provider (graphics, images, videos) for the facility, responsible for all website content, and provide other general office support. It is a fun and exciting atmosphere that requires teamwork, dedication, and a friendly positive attitude to contribute to the success of the venue.

List of Possible Primary Duties:

- Social Media (on-going and in-event social media)
- Graphic Design
- Video Production
- Website Maintenance
- House Photography
- Promotions
- Press Releases
- Media Coordinating
- Data Entry
- General Office Assistance

Additional Duties (as needed):

- Box Office Functions
- Special Event Planning
- Assistance with Training of Interns