

Manager, Make It Center Operations & Guest Experience Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=241948>

Downloaded On: Sep. 1, 2024 2:43am

Posted Jul. 24, 2024, set to expire Nov. 29, 2024

Job Title	Manager, Make It Center Operations & Guest Experience
Department	Make It Center
Institution	Austin Community College Austin, Texas
Date Posted	Jul. 24, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Facilities/Maintenance/Transportation Communications/Public Relations
Apply Online Here	https://apptrkr.com/5456513
Apply By Email	
Job Description	

Image not found or type unknown



Manager, Make It Center Operations & Guest Experience

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

Manager, Make It Center Operations & Guest Experience Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=241948>

Downloaded On: Sep. 1, 2024 2:43am

Posted Jul. 24, 2024, set to expire Nov. 29, 2024

Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Manager, Make It Center Operations & Guest Experience

Job Description Summary:

To work collaboratively with internal and external stakeholders to support the operations, facilities, guest experience, and events within the Make It Center. The person in this position will provide leadership for the planning and implementation of the policies, procedures, and processes that guide use of the Make It Center. They will also help with the hiring, training, onboarding, and supervision of Make It Center staff. This role is focused on ensuring that the functions and operations of the space support an engaging experience for all guests.

Job Description:

Description of Duties and Tasks

- Supervises, trains, coaches, directs, coordinates, and disciplines personnel while adhering to organizational human resources policies and procedures as well as related employment laws.

Manager, Make It Center Operations & Guest Experience Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=241948>

Downloaded On: Sep. 1, 2024 2:43am

Posted Jul. 24, 2024, set to expire Nov. 29, 2024

This includes supporting task management and workflow, assisting with training and development, ensuring phenomenal customer service delivery, and recommending hire and termination personnel actions for positions supervised.

- Develops and implements MIC policies, procedures, and processes that guide use of the Make It Center.
- Manages the daily operations of the Make It Center (MIC) ensuring that operational, facilities, and customer service standards are met and exceeded. This includes serving guests, maintaining equipment, setting up spaces for various events and programs, and facilitating a welcoming and engaged guest experience.
- Reviews requests for use of the Make It Center and oversees scheduling of internal and external partner events. This includes experience consultations and communication with partners.
- Evaluates MIC utilization patterns and conducts continuous quality improvement and effectiveness reviews for ongoing strategic alignment of space and equipment with MIC goals, programming offerings, and guest experience.
- Contributes to researching and designing best-practice based service and program delivery and operations and facilities management. This includes creating policies, processes, procedures, and manuals that guide the work and use of space in the MIC.
- Manages and modifies the MIC operations, facilities use, and programming schedule.
- Interprets and applies college policies and procedures related to MIC programs, events, and service delivery.
- Answers inquiries, provides information, and resolves problems or concerns related to operations, events, guest experience, services, and equipment within the MIC.
- Coordinates data for reporting and planning purposes such as utilization reports, guest satisfaction, equipment condition, and staffing coverage needs.
- Maintains and replenishes inventory of MIC equipment, supplies, displays, and demonstrations.
- Serves as an Ambassador of the MIC to promote the MIC to students, faculty, staff, and external community members and nurture customer relationships and ongoing engagement.

Knowledge

- Supervisory and management principles, practices, and methods.
- Demonstrated experience in operations and facilities management.
- Demonstrated delivery of excellent customer service.
- Effective leadership and collaboration-building techniques, including Servant Leadership principles.

Manager, Make It Center Operations & Guest Experience Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=241948>

Downloaded On: Sep. 1, 2024 2:43am

Posted Jul. 24, 2024, set to expire Nov. 29, 2024

Skills

- Maintaining an established work schedule, including some evenings and weekends.
- Effectively using interpersonal and communication skills, including the use of tact and diplomacy.
- Working collaboratively with and serving diverse internal and external partners, students, faculty, staff, and community members.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Supervisory skills including the ability to coordinate workflow, manage performance, and develop team members.

Technology Skills

- Use of a variety of spreadsheet, word processing, database, and presentation software.

Preferred Technology Skills

- Experience with Virtual Reality, Augmented Reality, video conferencing, and IT/AV equipment.
- Experience with scheduling software or systems.

Required Work Experience

- Two years related work experience including one year supervisory experience.
- Completion of the ACC Supervisor Certificate Series Program will satisfy the supervisory experience for this position.

Preferred Work Experience

- Experience working in a dynamic center involving facilities management and diverse program offerings and events.
- Experience with start-up projects or creating and launching new initiatives
- Bilingual - Spanish speaking.

Manager, Make It Center Operations & Guest Experience Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=241948>

Downloaded On: Sep. 1, 2024 2:43am

Posted Jul. 24, 2024, set to expire Nov. 29, 2024

Required Education

- Bachelor's degree

Preferred Education

- Master's degree

Safety

* Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

Salary Range:

\$55,665 - \$69,582

Additional Information About the Make It Center

Make It Center website (under development)

<https://sites.austincc.edu/make-it-center/>

ACC is a proud partner of the Make It Movement<https://campaigns.austincc.edu/welcome-make-it-students-and-everyone/>

Number of Openings:

1

Job Posting Close Date:

August 5, 2024

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act



Manager, Make It Center Operations & Guest Experience Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=241948>

Downloaded On: Sep. 1, 2024 2:43am

Posted Jul. 24, 2024, set to expire Nov. 29, 2024

(Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Manager--Make-It-Center-Operations---Guest-Experience_R-6345

jeid-c70e4cc7b4c1db4cb294f6a84d797827

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Make It Center
Austin Community College



Manager, Make It Center Operations & Guest Experience Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=241948>

Downloaded On: Sep. 1, 2024 2:43am

Posted Jul. 24, 2024, set to expire Nov. 29, 2024