



## **Evening Campus Manager**

- **Reports To:** Training Director
- **Department:** Training
- **Schedule:** Monday-Thursday, 4:30-10PM, Evening hours aligned with class schedules
- **Location:** WorkTexas @Gallery Furniture- 6006 North Freeway, Houston, TX. 77076

### **Position Summary**

The Evening Campus Manager oversees evening training operations to ensure students, instructors, and classrooms are prepared for successful instruction. This role serves as the primary liaison between students, instructors, and the Training Department, with responsibility for attendance tracking, classroom readiness verification, issue escalation, and daily reporting.

### **Core Responsibilities**

#### **Student Attendance & Documentation**

- Check-in students at the start of each class session
- Contact late or absent students to confirm status and reason
- Document attendance, tardiness, and absences accurately in Salesforce before end of shift

#### **Classroom & Lab Readiness**

- Verify classrooms and labs are clean, organized, and ready prior to class start
- Ensure equipment, tools, and technology are functioning properly
- Confirm instructors have required supplies and materials
- Verify labs and classrooms are left in acceptable condition at end of night
- Flag any safety, equipment, cleanliness, or facility issues to the Training Director

#### **Instructor & Student Support**

- Serve as evening point of contact for instructors and students
- Address immediate logistical concerns and route issues appropriately
- Support a professional, organized, and student-ready learning environment

#### **Coaching Liaison & Student Support Insights**

- Serve as the on-site liaison between students, instructors, and coaching staff to ensure timely communication and coordinated support.
- Observe and document student engagement, barriers, and progress indicators (attendance patterns, performance concerns, professionalism, motivation, and support needs) and share relevant insights with coaching staff to enable rapid follow-up.
- Gather instructor observations and flags (skill gaps, behavior concerns, readiness issues) and route them to the appropriate coach and Training Director using established escalation protocols.
- Support early intervention by notifying coaches of emerging issues the same day whenever feasible (e.g., repeated tardiness, missed classes, conflict, safety concerns, or signs a student may disengage).
- Maintain student confidentiality and share information on a need-to-know basis aligned with program expectations and incident reporting guidelines.

## **Daily Communication & Reporting**

- Submit a daily end-of-shift summary to the Training Director including:
  - Absent or tardy students and reasons
  - Classroom, lab, or equipment issues
  - Instructor or student needs requiring follow-up
- Escalate urgent issues immediately when they impact safety or instruction
- Ensure instructors complete and submit the Weekly Feedback Tool each Friday; follow up promptly on missing submissions.
- Scan and upload Weekly Feedback Tools into Salesforce by end of shift (or next business day if designated), ensuring files are labeled and associated correctly.
- Complete incident reports as required and route to Training Director and other stakeholders as appropriate, documenting actions taken and follow-up needed.

## **Additional Support**

- Assist with evening training logistics or special activities as needed
- Support other departments as needed to meet organizational priorities
- Perform other duties in support of training operations

## **Required Skills & Qualifications**

- Strong organization, communication, and follow-through
- Ability to problem-solve and multitask in a self-directed environment
- Attention to detail and consistency with documentation
- Comfort enforcing expectations while maintaining positive relationships
- Proficiency with Salesforce, Microsoft Office, and communication tools a plus
- Dependable, punctual, and professional
- Ability to maintain confidentiality