Student Centers Job Description
Facilities Associate

Learning Outcomes
Students employed by Vanderbilt Student Centers will be able to:

- Manage task oriented operations
- Demonstrate integrity & responsible decision making
- Communicate effectively, both oral and written
- Translate their on-campus experiences into professional skills
- Analyze and solve problems, individually and as part of a team
- Recognize their roles in Student Centers and how it helps fulfill our mission
- Demonstrate a working knowledge of Student Center facilities, policies and procedures

Duties and Responsibilities

Customer Service
- Furnish customers with outstanding service by remaining alert and responsive to their requests. Customer service is the highest priority.
- Provide information about the campus, its academic and non-academic functions and the community in general
- Maintain a working knowledge of each of the five Student Centers and the Vanderbilt University community
- Handle phone calls in a professional manner which includes taking messages and forwarding calls to proper staff members
- Direct visitors to the proper offices situated within the respective Student Centers

Facility Operations
- Perform maintenance walk-throughs of each of the Student Centers and document issues as they are found
- Submit work orders for maintenance and housekeeping and track their progress with Plant Operations
- Supervise small projects and equipment deliveries
- Ability to lift 45lbs

General
- Follow Student Center dress code regulations
- Read and respond to all correspondence from supervisors
- Conduct one’s self in a professional manner
- Attend regularly scheduled meetings and follow all scheduling policies
- Perform other duties as assigned