Facilities Associate

This role supports the Facilities Coordinator in managing the maintenance, renovations, and housekeeping of Student Centers and auxiliary buildings. Shifts will typically occur during business hours 8a-5pm with some nights and weekends.

Learning Outcomes

- Manage task oriented operations
- Demonstrate integrity & responsible decision making
- Communicate effectively, both orally and in writing
- Translate on-campus experiences into professional skills
- Analyze and solve problems, individually and as part of a team
- Recognize role in Student Centers and how it helps fulfill the department 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 Student Centers and the Vanderbilt University community
- Interact professionally and warmly with clients via phone calls, email, or walk-ins
- 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, tracking their progress with Plant Operations
- Supervise small projects and equipment deliveries
- Ability to lift 45lbs

Expectations

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