

## Facilities & Operations Manager

*This role supports all areas of Student Centers, fluidly connecting operations, customer service, facilities, and a/v in order to provide the optimal guest experience. Managers share responsibility for leadership and operations functions, alongside their specific role assignments and projects. Managers maintain a weekly schedule of at least 12 hours and shifts may be scheduled throughout the day, 7a-11p. Previous employment with Student Centers is required.*

### Key Functions:

#### **Manager Responsibilities:**

- Conduct Monthly 1-on-1 meetings with all Facilities & Operations Associates.
- Collaboratively organize and conduct staff meetings.
- Develop, publish, and maintain staff schedules for all team members
- Retain and excel in the execution of Facilities & Operations Associates responsibilities.
- Provide leadership, role-modeling, training, and accountability for Facilities & Operations Associates in accordance with Student Centers Community Standards.
- Serve as shift lead in all areas respective to customer service, operations, and facilities management.
- Support other managers in their duties, if applicable.

#### **Facilities and Inventory Management:**

- Oversee and provide regular reporting on facility operations and supply inventory.
- Lead biweekly walkthroughs of Student Centers facilities, completing or delegating follow-up work orders and tasks as needed
- Engage in a bi-weekly review of reservable equipment and arrange for replacement parts, as needed.
- Develop facility initiatives in partnership with the Sr. Coordinator of Facilities & Operations.
- Ensure submission of housekeeping requests by Associates by utilizing manage services weekly
- Contribute to department strategic planning document, FF&E Spreadsheet
- Effectively oversee and support operational software (Korbyt, AudienceView, GET Marketplace, and EMS)
- Maintain facilities project notes in Trello, providing a weekly snapshot to the F&O Team

### \*Learning Outcomes:

- **Career & Self-Development** - Managers proactively develop themselves and their careers through ongoing personal and professional learning, increasing awareness of their strengths and weaknesses, navigating career opportunities, and networking to build relationships within and beyond Student Centers.
- **Communication** - Managers clearly and effectively exchange information, ideas, facts, and perspectives with clients, teammates, and members of the Vanderbilt community.
- **Critical Thinking** - Managers identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.
- **Equity & Inclusion** - Managers demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures.
- **Leadership** - Managers recognize and capitalize on personal and team strengths to achieve organizational goals.
- **Professionalism** - Managers recognize work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.
- **Teamwork** - Managers build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.
- **Technology** - Managers understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

*\*Learning outcomes adapted from National Association of Colleges and Employers career readiness competencies.\**