

Facilities & Operations Associate

This role supports all areas of Student Centers, fluidly connecting operations, customer service, and facilities to provide an optimal client experience. Facilities & Operations Associates (FOAs) share operational responsibilities, alongside specific assignments and projects. Associates maintain a weekly schedule of at least 8 hours and shifts may be scheduled throughout the day, 7a-11p.

Key Responsibilities:

- Perform maintenance walk-throughs of Student Centers facilities and document issues as they are found through Trello & ReADY.
- Support campus events by proactively submitting housekeeping requests.
- Receive equipment deliveries and assist with package organization.
- Conduct minor equipment repairs and maintenance.
- Troubleshoot technical issues with digital room cards and facility signage via Korbyt software.
- Coordinate department communications using Meta Business Suite and social media, email, website updates, physical signage, and newsletters.
- Create and publish events in AudienceView for ticketed campus events.
- Upload and remove student organization listings on Marketplace.
- Monitor shared inboxes for client requests and inquiries related to digital signage, Marketplace, and Audienceview.
- Submit facilities manager shift reports after each shift.
- Perform monthly checks of AED equipment in Student Centers facilities.

*Learning Outcomes:

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