Facilities Associate – Rand 307 Office

About the Team
- This role supports the Assistant Director | Facilities 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
- Place event housekeeping work orders accurately
- Manage building specific projects
- Identify maintenance needs through routine walkthroughs (i.e. burned out lights, scratched walls, etc.)
- Apply knowledge in AIM, EMS, 7 Point Ops, and When2Work software
- Work independently and self-manage time and tasks

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
- Adhere to the Student Employee Handbook
- 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