

Bernhard Center Student Employment Experience

Position Description

Position: Student Facility Manager
Department: Bernhard Center – Operations
Supervisor: Assistant Manager of Facility Operations
Connor Kirkpatrick (connor.a.kirkpatrick@wmich.edu)

Position Function

The Bernhard Center is the student center of Western Michigan University. The building is used by students, faculty, administration, alumni, and the public for meetings, banquets, dances, parties, and a host of other activities. Facility Managers are charged with ensuring the success, safety, and security of the building, events and patrons while maintain a high level of customer service. A full list of duties and responsibilities is outlined below.

Duties and Responsibilities

Supervision

- Coordinate shift functions with student employees and provide work direction.
- Demonstrate teamwork and support of BC services, activities, and initiatives.

Building Operations

- Work with House Staff and facilities management to maintain proper building operations.
- Support a wide range of events occurring throughout the building.
- Provide support to other BC employees such as Information Center Associates, Facility Technicians, and Catering staff as needed.
- Interpret and explain BC processes and procedures for all customers ensuring optimal customer service.

Audio Visual

- Set-up and store audio-visual equipment, ensuring that AV storage areas are organized and clean.
- Assist customers in use of audio-visual equipment and services.

Facility and Maintenance

- Secure the building at designated times and spaces according to the closing check list.
- Respond to emergencies as needed.
- Report any major maintenance issue to DPS (for immediate assistance) and record any major/minor maintenance issues in the daily log, using the Evernote application.

Events

- Facilitate the handling of cash boxes during special events.
- Utilize the multiple event platforms, such as Evernote, EMS, and vEMS.
- Serve as event support.
- Complete other duties as assigned.

Expectations

- Commit to this position for at least 1 year.
- Maintain the predetermined work schedule, find your replacement if needed and inform Assistant Manager Facility of the change, via When 2 Work application.
- Attend all mandatory meetings, unless discussed with Assistant Manager Facility Operations ahead of time.
- Present a positive and professional attitude at all times.
- Adhere to the established dress code.

Qualifications

Required

- Must have full or part time WMU student status.
- Must maintain at least a 2.5 GPA.
- Must be able to present a positive and professional attitude at all times and in all situations.

- Must have ability to complete position responsibilities with minimal supervision.
- Must have ability to comprehend the big picture, while also paying attention to detail.
- Must have ability to see, read, comprehend, and remember written schedules and instructions.
- Must have ability to make important decisions quickly and effectively.
- Must have ability to communicate effectively with both BC employees and patrons alike.

Preferred

- Should have ability to motivate others and establish rapport with students, faculty, staff, alumni, and the public.
- Should have ability to prioritize assignments and responsibilities.
- Must have ability to work with diverse populations in a variety of situations.
- Should have a willingness to get involved in staff trainings and excursions, and work beyond established schedule.
- Familiarity with Bernhard Center facility and/or services is preferred.

Learning Outcomes and Proficiencies (to be gained from this position)

By actively participating in BC facility employment program students will develop...

- The ability to provide exceptional customer service to building patrons and guests of all ages, affiliations, and walks of life.
- An authentic leadership perspective.
- Exceptional communication skills.
- The ability to work as part of a team and realize the implications of personal actions on individual team members and the team as a whole.
- An appreciation for the level of responsibility they have in their unique positions and as students on our campus.

Hours

- 15-20 per week depending on special events, training, etc.
- Students will be expected to work during exam and break weeks, and some holidays, unless discussed ahead of time with Operations Supervisor.
- Summer hours are reduced, and as such not all managers will be asked to stay throughout Summer I and II semesters.