Position: Student Facility Manager  
Department: Bernhard Center - Operations  
Supervisor: Operations Supervisor  
Stephanie Beld (bernhard-ga@wmich.edu/269.387.4802)

**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. A full list of duties and responsibilities is outlined below.

**Duties and Responsibilities**

**Supervision**
- Coordinate shift functions with student employees and provide work direction.
- Promote positive and open communication among entire BC staff.
- Demonstrate teamwork and support of BC services, activities, and initiatives.

**Building Operations**
- Tour the entire building every 45 minutes to ensure the building and events are functioning appropriately and effectively.
- Facilitate a wide range of events occurring throughout the building.
- Provide support to other BC employees such as Information Center Associates, Facility Technicians, and Catering Managers as needed.
- Interpret, explain, and enforce building policies and procedures for users of the BC.

**Audio-Visual**
- Set-up and put away audio-visual equipment in the absence of a Facility Technician.
- Monitor audio-visual usage during building rounds to ensure proper function and use.

**Facility and Maintenance**
- Secure the building at designated times and spaces according to the closing check list.
- Serve as a resource for any emergency situation.
- Oversee public space usage.
- Manage all posting and advertising areas.
- Report any major maintenance issue to DPS (for immediate assistance) and record any major/minor maintenance issues in the daily log.

**Additional**
- Facilitate the handling of cash boxes during special events such as receptions and dances.
- 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 Operations Supervisor of the change.
- Attend all mandatory biweekly meetings, unless discussed with Operations Supervisor ahead of time.
- Attend the winter retreat (*January 9-10, 2015*).
- 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 have junior status or above, or promoted from another BC position.
- 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.
- Should 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...

1. The ability to provide exceptional customer service to building patrons and guests of all ages, affiliations, and walks of life.
2. An authentic leadership perspective.
3. Exceptional communication skills.
4. 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.
5. 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.
- Weekday Shifts (Monday-Friday) from 4:00-8:00pm or 7:30-12:00am.
- Saturday Shifts from 7:30-1:00pm, 12:30-6:30pm, 6:00-12:00am.
- Sunday Shifts from 8:30-1:30pm, 1:00-6:30pm, or 6:00-12:00am.
- 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.