Norris Sustainability Attendant

POSITION DESCRIPTION

The Norris sustainability officer (NSO) will work with full-time Norris facilities and administrative staff in implementing a sustainability plan for the Norris University Center.

HUMAN RESOURCES DETAILS

Shifts: 8-10 hours/week during academic term, preferably all shifts between 8:00am-4:00pm, M-F
Starting Wage: $8.25/hour
Reports To: Facilities Assistant Director

ESSENTIAL FUNCTIONS

- Conduct building walk-throughs and take notes of repair needs, cleanliness, and sustainability observations (e.g. running faucets, overflowing waste bins, electrical use)
- Assist in sustainability campaigns in the building regarding waste, water, energy, and other sustainability initiatives
- Collect and analyze data regarding sustainability measurements
- Assist in coordinating educational programming and outreach regarding sustainability initiatives
- Assist in plan to optimize current supplies and storage resources
- Manage regulated waste, e-cycling, and other alternative disposal needs at Norris
- Propose sustainability-related projects and practices to Norris facilities for Norris administrative leadership to consider enacting
- Collaborate with student organizations in planning sustainability projects for Norris

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Professionalism, dependability, and communication skills
- Interest in sustainability and environmental impact
- Experience with Microsoft Office suite
- Ability to coordinate with others on projects and meet deadlines

PREFERRED SKILLS AND QUALIFICATIONS

- Knowledge of sustainability practices
- Knowledge of building operations or facilities practices
OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE
- **Customer Interaction** – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
- **Presentation** – positive image and reflection of self and the Norris Center
- **Customer Satisfaction** – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs

RESPONSIBILITY
- **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
- **Accuracy** – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
- **Accountability** – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
- **Job Knowledge** – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed

TEAMWORK
- **Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
- **Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
- **Values Difference** – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist

LEADERSHIP
- **Risk Taking** – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
- **Goal Orientation** – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
- **Collaboration** – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
- **Clarification of Values** - can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model
- **Empowerment** – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions

AUTONOMY
- **Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
- **Initiative** – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
Decision Making – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks

Problem Solving – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity

MANAGEMENT

Self-Confidence – maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses

Personal Management – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively

Personnel Management – clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner.

Reporting – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports

ADDITIONAL POSITION-SPECIFIC OUTCOME EXPECTATIONS