FACILITIES STUDENT SUPERVISOR

POSITION DESCRIPTION
Supervise other students/ facilities assistants. Work closely with the Facilities Manager.

HUMAN RESOURCES DETAILS
- **Shifts:** working up to 8-12 hours per week.
- **Starting Wage:** $9.25/hour
- **Reports To:** Facilities Manager

ESSENTIAL FUNCTIONS
Completes assigned tasks in timely fashion, carries the radio and respond to calls, follows all safety procedures, changes light bulbs throughout the building, returns completed service requests, hangs up pictures and other items, does small wall repairs and paints walls, moves furniture and miscellaneous items to storage. Reports of any occurred problems.

MINIMUM SKILLS AND QUALIFICATIONS
- Current Northwestern University Undergraduate Student
- Paying attention to detail
- Being responsible, professional and safety conscious
- Have a good work ethics
- Basic carpentry knowledge.
- Ability to use power tools such as: drills, senders, saws.
- Basic painting skills including using of brushes, rollers and other painting equipment.
FACILITIES STUDENT SUPERVISOR

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
  - Promptly responds to calls
  - Completes assigned tasks in timely fashion
- **Presentation** – positive image and reflection of self and the Norris Center. Wears name tag and Norris shirt.
- **Customer Satisfaction** – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
  - Makes sure that job is done as requested

RESPONSIBILITY

- **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  - Informs Facilities Manager if unable to work on scheduled time
- **Accuracy** – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
  - Reports any difficulties if unable to complete work on time or at all
- **Accountability** – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
  - Responsible for his actions
- **Job Knowledge** – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
  - Follows all safety procedures
  - Uses tools and facilities equipment according to job requirement and adequately to the performed work

TEAMWORK

- **Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
  - Keeps in touch with Facilities Manager during entire work time
  - Reports any difficulties if such arise
- **Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
  - As a Student Supervisor, shares knowledge and experience with others
- **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
Facilities Student Supervisor

- Empowerment – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
  - Sets up an example by his actions and work ethics

Autonomy

- Enforcement of Policies – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  - Makes sure that all safety regulations are being followed.
- 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

- Following safety procedures and using safety equipment, for the protection of self and others, is a very important position-specific expected outcome.