POSITION DESCRIPTION

Basic job duties include the following: hang pictures and other items, patch and paint walls, repair damaged casters on carts, cut lumber, acrylic sheets and plywood boards, maintain cleanliness of the Maintenance Shop, change burned-out light bulbs, replace damaged ceiling tiles, repair office furniture, repair carpet, assist with larger projects and other assigned duties.

HUMAN RESOURCES DETAILS

- **Shifts:** up to 15 hours per week. Weekdays only.
- **Starting Wage:** $13.00/hour
- **Reports To:** Facilities Student Supervisor, Facilities Manager

ESSENTIAL FUNCTIONS

- Current Northwestern University Undergraduate Student
- Physically capable of performing required tasks
- Dependable, responsible, and focused on the job

OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

- **Customer Interaction** – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer
  - Responds to calls
  - Completes assigned tasks in timely fashion
- **Presentation** – positive image and reflection of self and the Norris Center
- **Customer Satisfaction** – follows through with customer in order to meet their expectations, being persistent and creative in meeting customer needs

RESPONSIBILITY

- **Attendance** – arrives on time for shifts
  - Informs Facilities Manager if unable to work
- **Accuracy** - works within scheduled time and pays attention to detail and accuracy of the performed work
- **Accountability** – makes appropriate decisions and controls its behavior, recognizes and accepts consequences of its actions, being respectful to others, acknowledges mistakes and takes corrective actions
- **Job Knowledge** – follows job description and understands it, knows relevant information and policies and seeks clarification if uncertain
  - Follows all safety procedures
  - Uses tools and facilities equipment adequately
TEAMWORK

- **Communication** – communicates clearly and efficiently with all team members
  - Keeps in touch with Facilities Manager during work time
  - Reports any difficulties if such arise and asks questions if not certain
- **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** – articulates 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
  - Sets an example by 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
  - Follows safety regulations and guidelines
- **Initiative** - initiates action and participates in group conversations
- **Decision Making** – displays ability to make right choices, and understand how to use talent and skills
- **Problem Solving** – deals with unforeseen situations appropriately and can work under conditions of ambiguity
  - Not afraid to ask questions

MANAGEMENT

- **Self-Confidence** – maintains and projects an optimistic perspective, assesses and articulates personal strengths and weaknesses
- **Personal Management** – wears uniform during scheduled shift and shows up on time
- **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