



Lead Facility Assistant

Position: Lead Facility Assistant

Openings: 1

Reports to: Coordinator of Conference Services

Remuneration: Starting hourly wage is \$10.00, paid bi-monthly (less standard deductions) for up to 20 hours/week during the Spring Term and 40 hours/week during the Summer Term. Rent free on campus housing and a limited meal plan (to be used when dining services are available) are provided during the Summer Term and are valued at \$5500. Living on campus in a Residence Hall is a requirement during the Summer Term.

Dates of Employment: March 16 – August 12, 2017 (Summer Term is May 13 – August 12, 2017)

Position Overview: The Lead Facility Assistant (LFA) is responsible for providing quality customer service and facility support to the guests who visit the Colorado School of Mines as part of the Summer Conference program. The LFA is expected to manage the linen and housekeeping operations, track lost and found, assist with event set ups and dually supervise the Summer Conference Assistants with the Lead Housing Assistant and Lead Scheduling Assistant.

Qualifications: This position is open to current Mines students who:

- Have a minimum cumulative 2.0 GPA and be enrolled full time for Fall 2017 at the start of employment
- Available and able to work throughout the dates of employment
- Pass a Background Check
- Integrity, responsibility, accountability, self-motivation and the ability to work autonomously
- Flexibility and the ability to adapt in a rapidly changing work environment
- Strong communication and customer service skills, a positive attitude about Mines, integrity and an eye for detail
- Knowledge of Mines and Golden. Campus involvement or other extra-curricular activities is preferred
- Have the ability to relate to a wide variety of individuals and groups
- Demonstrate high levels of self-awareness and sensitivity to others
- Respond reasonably and calmly to stressful and/or emergency situations
- Experience as a Summer Conference Assistant is preferred
- The LFA must be physically able to perform regularly assigned tasks which involve manual labor, lifting up to 50 pounds, standing, walking, climbing stairs and pushing heavy carts
- May not hold other employment during dates of employment

Responsibilities:

Customer Service

- Represent Conference Services and the Colorado School of Mines as the first point of contact and provide guests with a positive customer experience
- Act and display self in a professional manner at all times; wear staff shirt, name tag and appropriate clothing
- Follow up on guest concerns and questions in a courteous and timely manner

Facilities Management

- Be the central point of contact for the linen company. Meet them for pick-up and delivery
- Manage and direct linen packet creation and distribution
- Thoroughly clean and prepare rooms according to Conference Services and FM standards
- Confirm that residence halls are ready for group check-in (signage, check in materials, rooms prepared, etc.)
- After guests check out, assign maintenance checks, report any missing or damaged items and remove linen
- Move furniture and mattresses as needed
- Manage Lost and Found items and log. Coordinate returning them to owners or donating to off site entity
- Coordinate linen exchanges for groups as specified by Conference Services
- Ensure linens, towels, extra pillows, cups and soap are stocked
- Inventory Conference Services property and linen and make recommendations for attrition and purchase

- Complete work orders for building problems, damages, etc.
- Assist Event Support staff for special meetings as needed

Selection, Training & Supervision

- Assist in the recruitment and selection of Summer Conference Assistants by assisting with publicity, preparing selection materials and interviewing candidates during the Spring Term.
- With the Lead Housing Assistant, prepare and lead Summer Conference Staff training in May. Supervise and maintain staff development and training throughout the summer
- Implement policies and procedures to ensure appropriate work standards by staff who are doing linen exchanges, room checks, and other duties
- Promote communication and staff morale.
- Involve staff in organizing a variety of voluntary social activities and developing other staff programs
- Prepare weekly staff meeting agendas and act as facilitator during the meetings
- Evaluate the SCA staff in August

Conference Management

- Direct and/or assist in general preparation for assigned conference groups, including meeting facility preparation (set-up, A/V equipment, etc.), daily inspection of assigned areas and reporting any and all maintenance needs
- Be the central point of contact for assigned conference groups while they are on campus
- Coordinate check in and out procedures for assigned conference groups including signage, table set ups and staffing
- Meet with assigned conference groups during their designated meal times to help groups assimilate to campus dining
- Close out the conference group by finalizing housing details and preparing the conference summary

Front Desk

- Work scheduled hours at the assigned front desk and be available to work days, evenings, holidays/breaks and weekends on a rotating basis
- Conduct check in/out procedures and accurately record information in the Conference Management software.
- Prepare key packets
- Inventory keys and Blastercards and report missing items to the Lead Housing Assistant
- Keep the desk area and mail room(s) clean and uncluttered at all times, take out trash as needed
- Answer the phone courteously, transfer calls as appropriate, check voicemail and take complete messages

Teamwork

- Cooperate and work with all staff members including Residence Life, Campus Events and Facilities Management
- Communicate suggestions and make recommendations to supervisor
- Have a positive attitude and be willing to contribute to an encouraging work environment
- Assist SCAs and Leads in taking additional shifts and other duties
- As a member of the Conference Services team, your behavior must be above reproach. Strict adherence to all Mines policies and student code of conduct is expected and failure to do so will result in termination.
- Abstain from alcohol and drug use while on campus or before/during assigned shifts. Alcohol and drugs are not permitted in the residence halls
- Staff Meetings and Training are mandatory.
- Half day training will be held Friday, May 5. Full day training will begin Saturday, May 13, 2017 and continue through Friday, May 19, 2017
- Due to training, tight group turnovers and end of summer duties, time off requests will not be approved during the following dates:
 - May 13-19 (training),
 - June 9-20 (large group turnovers)
 - July 30-August 11 (end of summer clean up)

Due to the unpredictable nature of Conference Services, there may be additional duties that are not listed which will need to be performed by the Lead Facility Assistant at the direction of the Conference Coordinator.