



# EMU Student Center: Building Operations

## Student Center Attendant Job and Transferable Skills

### **Description:**

SC Attendant personnel provide a sanitary, safe, fun and inviting environment in the building for guests, students, staff, faculty and administrators to gather, study, relax, have a causal meeting or simply just hang-out with a group of friends. Your primary responsibility is to maintain a clean environment for all during your scheduled shift. The SC Attendant is required to serve the customer with a smile as they go about their task. A Student Center Attendant, personnel carries the responsibilities for the health of EMU Student Center customers and its occupants. Therefore, they will present themselves professionally in appearance, behavior, and executions of duties. The average SC Attendant personal works 15 to 20 hours per week. Primary supervision for SC Attendant personnel comes from the Custodial Supervisor and Assistant Director.

### **General Responsibilities:**

- Arrive punctually and work all scheduled hours.
- Provide and wear tan or black pants during work hours – shirt is provided.
- Provide quality, proactive customer service to the university population.
- Clean tables, chairs, lounges, floors, trash containers and various items assigned.
- During spring, summer and fall patio and various outside cleaning is required.
- During winter assist with snow removal.
- Assist with custodial tasks as assigned.
- Pull trash throughout building.
- Clean lounges and hallways of debris.
- Make all customers feel welcome in the EMU Student Center and at Eastern Michigan University.
- Take responsibility for keeping the trash room/workspace organized and stocked.
- Attend all staff meetings and training sessions for Student Center Attendants.
- Be attentive to the safety and security for the Student Center.
- Be aware of emergency procedures and troubleshoot concerns throughout the facility.
- Complete projects as assigned.

### **Qualifications:**

- Be a registered student in good academic and judicial standing
- Be a responsible and dependable person
- Possess excellent communication and organizational skills
- Be self-motivated, have a friendly disposition and be customer-service oriented
- Be able to work independently and as part of a productive team
- Be flexible and willing to pitch in when needed
- Possess a general knowledge of Eastern Michigan University
- Have the ability to manage several tasks (multi-task).
- Communicate and work well with staff and customers
- GPA of at least a 2.5
- Must be able to lift at least 30 lbs.
- Flexibility work hours including holidays, evenings and weekends.

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### COMMUNICATION SKILLS

- Provide information and instructions between shifts and co-workers as provided by supervisors, building managers and custodial about tasks or building events.
- Proper communication skills when handling vendor and customer complaints or concerns.
- Answer inquires from the University Community and general public.

### VALUING SKILLS

- Be attentive to the safety and security of the Student Center.
- Be aware of emergency procedures and troubleshoot concerns throughout the facility.
- Learn what you do can directly or indirectly effect those around you.

### INTERPERSONAL AND HUMAN RELATIONS SKILLS

- Learn that your decisions about attendance, work ethics, and personal conduct effects others and how well the Student Center is able to operate .
- Attend all staff meetings and training sessions for Student Center employees and be ready to contribute for the good of everyone.
- Make all customers feel welcome in the EMU Student Center and at Eastern Michigan University.

### CRITICAL THINKING SKILLS

- Ability to divide and/or delegate daily and assigned tasks.
- Independently or with minimal supervisory instruction, assess both daily task and emergency calls as to importance and respond appropriately.
- Be able to take control when needed

**Communication Skills** - the ability to listen to others objectively, paraphrase the content of the message, speak effectively, use various forms of written communication through written reports, etc.

**Interpersonal and Human Relations Skills** - the ability to interact effectively with peers, colleagues and supervisors, the ability to work well in a group, express feelings appropriately, understand the feelings of others, contribute in staff meetings, and share in staff responsibilities.

**Critical Thinking Skills** - the ability to identify quickly and accurately the critical issues when making a decision or solving a problem, identify problems and needs, identify information sources appropriate to a problem or need, and formulate questions to clarify a problem.

**Valuing Skills** - the ability to assess a course of action in terms of its long-range effects on the general human welfare, make decisions that will maximize both individual and collective good, and the ability to use ethical thinking and decision-making when solving issues.