Staff Vacancy

UNIVERSITY OF LOUISIANA Lafayette

Positon: Assistant Building Manager **EEO# BO 23-14**

Division: Office of University Housing

The Assistant Building Manager is a critical staff member for the success of the Office of University Housing, responsible for helping to facilitate a welcoming, caring, healthy and safe environment, promoting community rooted in the world-renowned hospitality of Lafayette, Louisiana. The Assistant Building Manager works within the residence hall or other designated building or complex of buildings, primarily responsible for the sanitation, appearance, and security of the assignment. This staff member must demonstrate professionalism and the highest levels of guest services at all times, while also responding quickly and effectively in emergencies.

The Assistant Building Manager reports directly to the Building Manager of their respective building/area.

Minimum Qualifications:

- Have 2-3 years of Guest Services Experience as it relates to physical cleanliness
- Possess the following qualities: personal maturity, dependability, motivation, initiative, integrity, responsibility, discretion, strong interpersonal communication skills
- Have an outstanding guest service attitude.

Preferred qualifications:

- Associates Degree in Business Administration or a related field
- 5 years of experience in housekeeping services within the Lodging or Medical fields.
- 1 year of housekeeping/facilities management experience

General Expectations and Duties:

- Supervises a staff of housekeepers that are assigned to a particular building, complex or area. (Approx. 40 employees)
- Serves as the Manager on Duty in the absence of the Building Manager
- Uphold and adhere to all University student/staff policies.
- Serve as positive role models for all students, including, but not limited to modeling appropriate and mature behavior both on and off campus.
- Be able to appropriately respond to emergency and non-emergency situations and contact the necessary support resources if further assistance is needed and/or required.
    - Work shifts that include but are not limited to: Days, evenings, nights, weekends, holidays, etc.
- Fulfill all duties and responsibilities developed and implemented by the Building Manager.

- Participate in Housekeeping training sessions and regular staff meetings.
- Be available to cover extra shifts when needed.
- When needed, assists staff with their duties to ensure that cleaning and quality standards are adhered to.
- Willingness to receive cross training in all areas of Real Estate and other functional job duties/descriptions.
- Participates in an On-Call rotation with alternating work schedules and be able to be on property within 10 minutes of receiving a call when necessary or able to respond to property by phone conference. (following the Manager-on-Call Policies and procedures manual)

Guest Services:

- Maintain a positive attitude that is welcoming to Guests and supportive of the University and the department.
- Maintain a level of professionalism in communication with Guests, staff and visitors.
- Coordinates with the building manager to ensure proper guest satisfaction.
- Completes on time and of a high quality standard, daily assignments Conduct room/building inspections daily as set forth by the Building Manager.
- Receives, processes, and follows up for completion all housekeeping/maintenance requests from guests. Ensuring that the guest's requests are completed.
    - Activities to include but are not limited to:
        - Routine/additional special cleanings
        - Basic maintenance:
            - Light bulb replacements, Painting, Air filter changing, Unclogging drains (basic), Unclogging toilets
- Promote a sense of security within the residence halls through the reporting of any suspicious or threatening activity to appropriate staff, and by routine checking of all exterior doors, stairwell doors or other points of entry or exit in the assigned areas.
- Serve as a point of communication and if necessary evacuation in emergency situations (i.e. fire, accident, physical threat, etc).
- Provide information from the students or other guests through in person interactions or observations over the phone to, making referrals for concerns and inquiries to appropriate staff.

Administrative Responsibilities:

- Keeps accurate records of daily activities as required by the Building Manager.
- Responsible for the maintaining of inventory and ordering of supplies and equipment for housekeeping, maintenance.
- Answer the telephone and respond to inquiries into services provided by Housing or other related services for the Guest Experience, receive and disseminate fliers and other information, and observe general activity within the halls.
- Administer lock out procedures and the checkout process for temporary keys and prox cards, as needed.

- Maintain an orderly cleaning cart, and storage closet(s) and monitor cleaning supplies and equipment.
- Arrive on time for all scheduled shifts.
- Attend mandatory staff/scheduling meetings and periodic one-on-ones with the Building Manager, as scheduled.

Administrative Unit:

Administration and Finance

About the University:

The University of Louisiana at Lafayette holds the Carnegie Foundation classification of "High Research Activity." It is Louisiana's second largest university and offers the doctorate in 10 disciplines, 28 master's degrees, 20 post-baccalaureate certificates, and 55 undergraduate degrees. The University enrolls 16,700 students in nine colleges. It is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools. Information about the Office of University Housing and the University is available at http://louisiana.edu

Salary: Commensurate with Experience

Starting Date: As Soon as Possible

Applications: Applicants should send a letter of application and resume or CV to:
Jules S. Breaux
Director of Housing, Business Operations and Contracts Management
University of Louisiana at Lafayette
Breaux@louisiana.edu