

Operations Assistant

The UTSA Student Union is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. Hiring priority will be given to students who fit the Student Union's Customer Service standards. The Student Union is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

Position Summary

The Facilities Operations Assistant will assist in daily operations of the facility, but also a variety of different custodial and/or maintenance tasks. Operations Assistants provide setup and operational support for all Student Union events and programs. Tasks include setup of chairs, tables, and stage equipment. Operations Assistants are required to have excellent time management skills and the ability to multitask.

Minimum Qualifications

- Enrolled in a degree-seeking program at UTSA with a maintained minimum overall GPA of 2.0 and 2.5 for managers.
- Exceptional customer service skills.
- Ability to lift 40 pounds with or without accommodation.
- Ability to work in a fast paced environment.

Position Responsibilities

- Reports to Student Building Manager.
- Perform basic maintenance services including cleaning, scrubbing, sweeping, mopping, dusting, patching and painting, changing light bulbs and minor repairs to equipment.
- Handle Student Union event setup of resources including tables, chairs, staging, draping and basic audiovisual equipment in event spaces.
- Replenishing soap and paper products in restrooms.
- Upkeep of various storage spaces throughout Student Union, reporting damages and following safety procedures.
- Emptying and removing trash from receptacles when needed.
- Cleaning rooms, hallways and furniture as instructed.
- Conduct room and facility checks as assigned.
- Performing other duties as assigned.

Expectations

- I am responsible for reading the Student Union Handbook, and acknowledge that I will abide by the policies and information detailed in this guide.
- I understand the Mission, Vision and Core Values of the Student Union, and agree to abide by these guiding principles.
- I will be accountable for excellent customer service, including being professional and courteous at all times.

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- I will work in a professional manner, especially when working with limited supervision. I will arrive to work and meetings on time wear the proper uniform and behave appropriately while on shift.
- I will demonstrate critical thinking to make timely decisions related to my position, in alignment with the UTSA and Student Union HOP.
- I will be an active leader by taking initiative and personal responsibility for my actions and goals.
- I understand that I may not eat/drink, use headphones, study, talk/use my cell phone for personal use, or use the internet for non-work-related purposes during my shift, unless otherwise approved by my supervisor.
- I will make safety within the Student Union a continual priority during my daily responsibilities.
- I will attend all required staff meetings and training/professional development sessions conducted by the Student Union and/or my specific work area.
- I will communicate any scheduling changes or concerns with my position to my direct supervisor including, but not limited to, missing my scheduled shift, being late for my shift, taking a break, or concerns with my course load.
- I will make every interaction positive and go the extra mile.
- I will embrace diversity and respect cultural and personal differences.
- I understand that my role within the Student Union is a professional position and that I am expected to take my position as seriously as any off-campus position.
- I will take pride in my position, the Student Union and UTSA, and will represent the Student Union in a positive and professional way.

Schedule

- Students may work a maximum of 19 hours per week (15 hours average). Shifts will include day, evening and weekend hours.
- Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.