

# **WESTERN MICHIGAN UNIVERSITY**

**TITLE:** House Staff

**GRADE:** M-4

**FUNCTIONS:**

This position sets/resets meeting room to support meetings, conferences, workshops, receptions, banquets and other programs and events. This position provides building custodial and support services required to maintain the interior and exterior condition of facility. The incumbent receives direct supervision from the Director, Manager, Associate Director, Assistant Manager(s), and/or Assistant Director(s). Incumbent must be able to familiarize themselves with and be able to effectively operate Crestron (or similar) based AV and lighting systems. Incumbent must be able to familiarize or to learn basic AV signal flow and set-up and operate various sound and lighting systems. Must have the ability to familiarize themselves with electronic communication devices for work orders and other communication.

This position prepares conference rooms, auditoriums, meeting rooms, ballrooms and dining rooms for scheduled conferences, programs, meetings, banquets, and events. The incumbent moves wall partitions; arranges furniture including chairs, tables and lecterns; sets up required audio visual and computer equipment; sets tables for sit down meals, buffet serving and/or food and beverage service; and makes other physical preparations for facility events. This position sets up rooms in accordance with written instructions/specifications, room diagrams and/or oral instructions received from supervisory personnel directly or via electronic device.

The incumbent dusts, cleans and polishes all furniture and fixtures. This position changes light bulbs in all areas, collects trash and recycling from meeting rooms and disposes of collected materials in appropriate refuse and recycling containers.

The incumbent must be able to set up, adjust and respond to or refer questions on all in-house equipment for presentations, teleconferences, video conferences, and other services provided by the facility. The incumbent must be comfortable meeting and working with University clients including students, faculty, staff, alumni, and community members. Direct client interaction is constant and strong customer service skills are required.

This position performs all work in accordance with established safety practices and with instructions/training received from supervisory personnel. The incumbent must wear substantial shoes at all times; must wear safety goggles, and gloves when pouring cleaning compounds and other chemicals and other protective equipment as required by MIOSHA rules. The incumbent must comply with all OSHA/MIOSHA rules and regulations governing the use and storage of cleaning compounds and other custodial supplies and electrical equipment. As directed by the Supervisor, the incumbent may provide work direction for student employees. This position performs additional duties as requested by supervisory personnel.

## **QUALIFICATIONS:**

The incumbent must be able to read and comprehend written instructions and safety regulations governing the performance of job duties, and must be able to understand and comply with oral instructions. Sufficient writing ability to prepare and submit any necessary supply and work orders is required. The incumbent must have excellent customer service skills and be comfortable communicating with the 100s of clients that use Fetzer, or the Student Center. House Staff must be able to prioritize work assignments and work within constant time constraints. They must also be able to effectively and efficiently work on their own without constant supervision.

In order to perform the essential functions of the job, the incumbent must be able to move and set up tables weighing between 50 and 100 lbs as often as 250 times per day. The incumbent must be able to move fully loaded table racks weighing 225 lbs distances up to 500 feet as many as 12 times per day in order to move tables from storage areas to banquet/meeting/conference rooms and back. The incumbent must be able to load/unload tables weighing as much as 100 lbs each from racks from floor level to a top height of 78". The incumbent must be able to stack, unstack, and move 4' X 8' portable platforms weighing 110 lbs each distances up to 500' approximately 16 times per day. The incumbent must be able to stack and unstack folding chairs weighing up to 18 lbs each on chair racks with maximum heights of 72" at least 1800 times per day and must be able to open/close and set up/tear down chairs.

The incumbent must be able to move, manipulate and maneuver tables, chairs, platforms, and equipment. Emptying trash receptacles, sweeping and dusting require the incumbent to descend to and ascend from floor level to a height of 48" multiple times per day. The incumbent must be able to work from shoulder height to directly overhead to remove chairs and tables from fully loaded racks and to change light bulbs and hang draperies. The incumbent must be able to set up and adjust audiovisual equipment.

The incumbent must be able to ascend ladders to a height of eight (8) feet, and must be able to change light bulbs and florescent tubes, clean light diffusers and wash wall and window surfaces at heights above 8 feet. The incumbent must be able to move forward and backward while operating mechanical devices and self-propelled electrically powered equipment and while utilizing mops, brooms and other cleaning tools. The incumbent must be able to traverse a minimum of five (5) miles per day in the process of covering the assigned work area.

The incumbent must be able to tolerate exposure to fumes from cleaning chemicals, finishes, sealers and other compounds, and to dirt, mildew and dust.

A physical examination and job specific ability test administered by the employer's designated physician is required to determine the incumbent's ability to perform the essential functions of the job and/or to identify the need for a reasonable job accommodation.