Position: Building Assistant - STAR Campus, Health Sciences Complex / Tower at STAR

Work Location: 550 S. College Avenue & 100 Discovery Boulevard, Newark, DE 19713

Pay: $18.00 per hour

28 hours per week

Resumes with cover letter should be emailed to: Maria Taylor (mltaylor@udel.edu)

CONTEXT OF THE JOB:

The building assistant performs tasks that support activities within the Health Sciences Complex and the Tower at STAR, which includes the departments and programs located on the site. The Health Sciences Complex includes state-of-the-art research and classroom facilities, 20 research labs, and the Physical Therapy, Nurse Managed Primary Care, and Speech-Language-Hearing clinics (which are open to the public). The Tower at STAR supports a range of activities including research, course instruction and operations and administration.

A significant aspect of the work is to seamlessly and professionally support the activities of the buildings while expanding outreach to visitors/community members/tenants. Prioritizing and resolving administrative issues using independent judgment, initiative and problem-solving skills are critical. Multi-tasking, a willingness to help and provide guidance, top-notch interpersonal skills, friendliness, and patience are needed in this position.

MAJOR RESPONSIBILITIES:

Customer Service

- Represents the College to community partners, government agencies, students and their parents, and the general public as it relates to the Health Sciences Complex, Tower at STAR and the College of Health Sciences. In coordination with the Building Manager, triages and addresses any issues that arise with patients or visitors.

- Consistently provides superior service to patients, research subjects, community partners, prospective students and their families, and potential STAR Campus tenants and works in partnership with student workers to provide superior customer service. Responsibilities include greeting, proactively interacting with, and providing clear direction and assistance to anyone in the building.

- Leads frequent tours of the building for community partners, potential tenants for the STAR Campus, prospective students, staff, faculty, existing students as well as new UD employees. Coordinates lab tour demonstrations as well as in-depth clinic visits.
• May interact with other UD departments including Telephone Services, Public Safety, Facilities, Parking and Transportation Services, Environmental Health & Safety, Admissions, College of Agriculture and Natural Resources, College of Engineering, and Mail Services.

Facilities Support

• Assists and supports the Building Manager in the daily operation and administration for required tasks that support departments and programs located on the Health Sciences Complex. This requires cross-departmental and functional coordination with administrative staff, department/program leadership, and internal/external vendors.
• Serves as a point of contact with building engineers, custodians, and other building support staff. Coordinates with them to provide additional support to building occupants, as needed.
• Coordinates deliveries of packages, lab materials, and new equipment working closely with internal/external vendors.
• May provide additional support to events team in preparing and setting up for events. This may involve moving chairs and rolling tables.

General

• Provides clear and effective written and verbal communication to a wide-range of position levels from various institutions.
• Works behind the scenes to solve problems, mediate disputes, and manage cohesiveness in the complex.
• Performs other duties as needed to meet needs of the Dean, College, the STAR Health Sciences Complex, and the Tower at STAR.
• May assist with special projects, as needed.

QUALIFICATIONS:

Required:

• Associate’s degree preferred, in a related field and four years’ experience in a related area.
• Ability to handle multiple tasks concurrently, and skill in organizing resources and establishing/adjusting priorities in a rapidly changing environment.
• Ability to interact effectively with a wide range of constituencies both within and outside the university and an ability to adjust to changing environment essential.
• Ability to work independently, anticipate issues and proactively seek resolutions.
• Excellent interpersonal and collaborative skills and excellent verbal and written communication skills.

Preferred:

• Ability to establish effective working relationships with internal colleagues and external partners, including the ability to develop and strengthen partnerships.
• Ability to exercise the utmost confidentiality in every respect.
• Ability to meet and deal effectively with departmental personnel, University entities, outside agencies, and the public.
• Strong leadership skills that promote productivity, dedication, and creativity.