

The **Facilities Operations Intern** is a position at the Lane University Center that incorporates various aspects of facilities management and human resource management into a structured co-curricular learning experience. In this internship, various tracks can be identified for exploration and development including, but not limited to facilities management, human resources management, Union operations, finance and administration, student development, and other related Tracks. Reporting to the Director of the Lane University Center, the FO Intern(s) will be responsible for the overall direction of their applicable Track's purpose and must work independently to ensure task and project completion.

Duties and Responsibilities (Human Resources – Recruitment and Retention Track):

Review and revise talent management procedures for the Lane University Center. Research and recommend changes to standard operating procedures (SOP) based on industry trends and best practices in marketing, recruitment, selection, evaluation, retention, and various aspects of talent management.

Analyze the fiscal impact of the LUC's student employment program as it relates to overall operations, federal work study awards, minimum wage increases, hours of operation, etc. Recommend to the Director adjustments as warranted.

Meet weekly with the Director of the Lane University Center to review tasks and ideas/concepts to apply to facility operations and human resource management.

Create a review/analysis of current facility operations procedures. This includes recruitment/interview processes, budgeting concepts, daily building operation procedures, employee satisfaction with current trends, the relationship between employee output, tasks, and facility organization, and ultimately how all aspects of the Lane University Center in terms of facility operations relate back towards its mission statement.

Perform other duties as assigned by the Building Director of the Lane University Center.

Duties and Responsibilities (Human Resources – Training and Development Track):

Review and revise training and development initiatives for the Lane University Center. Research and recommend changes to standard operating procedures (SOP) based on industry trends and best practices in online training, in-house training, on-the-job training, assessment, evaluation, teambuilding, and related topics.

Analyze the fiscal impact of the LUC's student employment training program as it relates to overall operations, federal work study awards, minimum wage increases, hours of operation, etc. Recommend to the Director adjustments as warranted.

Meet weekly with the Director of the Lane University Center to review tasks and ideas/concepts to revise the Student Employment Experience program as needed or required.

Create a review/analysis of current training practices. This includes scheduling, determinations for online/in-house/blended models and processes, budgeting concepts, employee satisfaction, knowledge retention, the relationship between employee output, tasks, and facility organization, and ultimately how all aspects of the Lane University Center in terms of the Student Employment Experience program as it relates back towards its mission statement.

Perform other duties as assigned by the Building Director of the Lane University Center.

Duties and Responsibilities (Operations – Facility Management Track):

Create a review/analysis of current facility operations procedures. This includes facility management, construction and renovations projects, assisting with facility maintenance and upkeep, budgeting concepts, daily building operation procedures, employee satisfaction with current trends, and ultimately how all aspects of the Lane University Center in terms of facility operations relate back towards its mission statement.

Research and recommend alterations to standard operating procedures as they relate to facility management and the Lane University Center.

Perform other duties as assigned by the Building Director of the Lane University Center.

Duties and Responsibilities (Operations – Information Technology/Data Analysis Track):

Review/analyze current data management and storage structures within the Lane University Center & Event Services operation. Research and recommend best practices in regard to data/information storage, management, and security. Convert, as needed or appropriate, outdated processes to industry best practices which meet operational needs. Where needed, convert and transfer data from various spreadsheets and lists to database format, creating reports and integrations with Microsoft Power BI and the existing LUC Data Dashboards.

Duties and Responsibilities (Operations – Financial Management Track):

Manage record keeping for the Lane University Center's finances with a focus on automation of record keeping and accuracy of information gathered. Assist, when needed or appropriate, with invoicing and reconciling financial statements. Serve as a liaison with the SCI Budget Analyst and assist with additional SCI budgets as needed or directed.

Track workforce expenditures and reconcile with scheduled shifts and events. Analyze billing structures, pricing, and the relation of our geographic region to guest spending

trends. Research and develop grant opportunities to support the mission of the Lane University Center.

Perform other duties as assigned by the Building Director of the Lane University Center.

Duties and Responsibilities (Operations – Assessment & Research Track):

Assist with the implementation and delivery of the Lane University Center’s multi-faceted assessment plan. Review and revise, as needed or appropriate, assessment instruments and associated reporting.

Be responsible for data collection and interpretation to guide allocation of fiscal and human resources, with a focus on data-driven decisions and industry best practices.

Perform other duties as assigned by the Building Director of the Lane University Center.

Duties and Responsibilities (Marketing – Social Media Track):

Review and revise social media accounts, pages, profiles, and content for the Lane University Center. Research and recommend changes to those items based on industry trends, trending social media content, and best practices in University Unions, college campuses, and related topics.

Analyze the social and online impact of the LUC’s social media accounts as it relates to student, campus, and off-campus community engagement, overall operations, and brand awareness. Recommend adjustments to the Building Director of the Lane University Center as warranted.

Manage posts, comments, and content creation under the supervision and guidance of the Building Director of the Lane University Center, ensuring posts and replies abide by FSU and Institutional policies and perspectives, while looking for new and unique ways to engage the community at large and maximize likes, comments, sharing, etc. of followers.

Perform other duties as assigned by the Building Director of the Lane University Center.

OPERATIONAL RESPONSIBILITIES

The Facility Operations Intern will accomplish varying tasks throughout the semester that relate towards the goals listed above in the duties and responsibilities section of this document.

EDUCATIONAL REQUIREMENTS

Must be a mature Frostburg State University student. A 2.5 GPA is required and the student must be in good standing with Frostburg State University. The ability to work independently, organize, direct, and communicate goals and ideas for the Lane University

Center in is required. Previous experience in customer service, facility or area operations, and student leadership is preferred.

Must have high energy level and strong communication and organizational skills to succeed.

Must possess relevant skills, and have the ability to use computers and software programs including, but not limited to, Microsoft Word and Excel, as well as electronic mail systems (e-mail).

DIFFICULTY

Complexity: This roles will require a mixture of coordination of information and individual planning. The majority of the roll will involve independent work under the advice and guidance of the Director of the Lane University Center. The position will vary based upon the areas being reviewed, and what potential improvement(s) could be studied and applied to operations.

Scope and Effect: Successful efforts of the Facility Operations Intern will ensure both individual-growth in the realm of their selected Track (human resource management) and a well-refined implementation of any facility operations that directly support the mission of the Lane University Center.

ENVIRONMENTAL DEMANDS

Work Environment: The work environment is safe, pleasant and comfortable.