

Facilities and Hospitality Associate

Title: Facilities and Hospitality Associate

Business Unit: Corporate Services Division

Department: Fulfillment, Facilities, and Hospitality Services

Reports to: Manager, FFH

Classification: Contract

Summary of the Job

The Facilities and Hospitality Associate helps to ensure the timely and professional planning and set up of facilities for events and flawless execution of our deliverables.

Responsibilities include ensuring that facilities and rooms are properly prepared for internal and external events, providing hospitality services for employees and clients as needed, providing support to fulfillment when determined necessary by the manager.

Essential Functions

- Assist in stocking supplies and condiment services (coffee, vending)
- Contribute to warehouse organization and assistance for fulfillment and facility efficiency (5S)
- Aid in offsite storage management
- Assist in furniture installation, movement, liquidation/removal, maintenance, modification, and storage
- Assist in office and facility inventory
- Support facility and building maintenance, utilities and physical access
- Execute internal moves (new hires and separations)
- Assist in green initiative
- Assist in vendor management
- Support conference room setups
- Coordinate banquet requests and company functions
- Assist in accommodating external client needs while at DWA
- Assist with FedEx, UPS, Pitney Bowes databases
- Coordinate fulfillment requests
- Assembly of shipments and shipping orders
- Aid in QC of fulfillment materials

Additional Functions

- Provide assistance for the execution of company sponsored events

Physical Demands

- Ability to stand or walk for up to four hours at a time
- Ability to bend, squat, climb stairs and lift frequently
- Ability to lift up to 50 pounds occasionally

Education and Experience

- High School diploma required
- Previous hospitality experience preferred, but not necessary
- Previous customer service experience
- Experience with Microsoft Office a plus

Competencies

- Behaviors and qualities of a professional and a lifelong commitment to professional development as demonstrated by a strong ability to manage time, work in a collaborative way, adapt to change, act in a professional manner, manage stress, and demonstrate a service orientation
- A commitment to conducting business according to the highest ethical standards as demonstrated by a strong knowledge of industry legal compliance guidelines, organizational ethics, and demonstration of personal ethics and integrity
- Ability to communicate effectively as demonstrated by intermediate level verbal skills, writing skills, presentation skills, technical and scientific writing skills, and a strong ability to influence and impact others through meaningful and persuasive delivery
- Applies the knowledge, skills and abilities necessary to achieve continuous quality improvement as exhibited by strong accuracy, problem solving, quality management, client-readiness behaviors
- Leadership skills as distinguished by a good ability to develop vision and strategy, develop and empower people, manage change, build relationships and influence others, build and lead effective teams, and achieve results
- Knowledge and application of the management disciplines as demonstrated by a strong ability to plan and coordinate, develop and execute business plans, manage budgets, manage personnel, and exhibit systems thinking and integration
- A wide range of healthcare-related industry expertise including an intermediate level of client knowledge, clinical and scientific knowledge, research and outcomes measurement expertise, medical education, and consulting and brand planning expertise
- Vision and Innovation as displayed by a strong ability to think critically, think creatively, engage in visioning, and approach business opportunities in an enterprising way
- Intermediate level project management skills, including the ability to provide project leadership and apply applicable methodologies to manage all project stages including initiating a project, planning a project, executing a project, monitoring and controlling a project, and closing a project
- Intermediate level of skills in computer hardware, information tools, multimedia and presentation tools, programming languages and applications, social communication tools