Operations Assistant Position Description
Summer 2019

Reporting to the Coordinator for Housing Systems & Logistics, summer Operations Assistants are student workers employed by Residential Learning and University Housing to help close our residential buildings after the spring semester and prepare them for fall semester opening throughout the summer months.

The following description addresses the general duties and responsibilities of the Operations Assistant position. This document does not cover all job expectations or specific procedures for completing these responsibilities. All staff employees are expected to review and abide by additional policies and specific procedures described in other documents including but not limited to the staff manual, supervisor’s expectations, University expectations for employees, University policies, and all local, state and federal laws. If there is a need for clarification, please contact your supervisor.

Job Description
• Walk through residence halls and apartment complexes to check for maintenance requests (beginning of Summer)
  o After the close of the residence halls, it is important to assess the buildings for needed repairs, which will be completed throughout the summer by Facilities. This will include visual inspections as well as a hands-on testing of items in the residence halls such as toilets, faucets, blinds, lights, cabinet doors, etc.
• Assist with Microfridge pick-up and delivery throughout summer
  o Provide building access, escort vendor to occupied spaces, assist with organizing the order of deliveries to aid efficiency.
• Input maintenance requests into database systems
  o After assessing the residence halls, staff must submit appropriate maintenance requests into the proper databases.
• Check on the status of maintenance request submissions throughout the summer
  o In addition to assessing the buildings for new maintenance requests, this position will check on the status of existing maintenance requests as the summer progresses.
• Assist in completion of some maintenance requests
• Assist with Orientation, including but not necessarily limited to, building walkthroughs, cleanliness checks and setting furniture properly, check-in and check-out shifts for each orientation session.
  o Prior to Summer Orientation, this position will walk through each building utilized for Orientation housing. Each room must have proper furniture set-up, cleaning touch-ups, and details attended to, insuring that the space is
ready for orientation students.

- **Hours will be adjusted from regular schedule hours for Orientation sessions during the June & July summer months**

- Assist with building preparation for move-in
  - Complete Room Condition Reports for all on-campus living spaces
    - During the months of July and August, staff will walk each residence hall and apartment complex to complete Room Condition Reports.
    - This will require attention to detail and critical thinking in order to locate and record any concerning maintenance requests before students arrive for the fall semester.
  - Change door pin codes and mailbox locks
  - Install inventory items, such as screens, plungers, surge protectors, etc.
  - Building wipe downs prior to move-in
  - Setting furniture

- Assist with the creation of early move-in (EMI) check-in packets
  - Early move-in residents check-in at a central location during the middle of August. Check-in packets must be assembled and organized prior to those scheduled check-ins. This position may also assist with the check-in process for EMI residents.

- Once buildings are no longer in use by Conference and Events, complete final building walkthroughs. Input maintenance requests, set furniture, and complete RCRs as necessary.
  - Operations assistants, in conjunction with other building staff, will assist with “detailing” the residence halls/apartment complexes in preparation for check in. This includes, but may not be limited to, setting furniture, bunking or lofting beds, wiping surfaces, removing any trash and anything not appropriate for the space.

- Help with move-in process, including cart sign-outs, card access assistance, etc.

**Qualifications and Requirements:**

- Must be able to perform to all responsibilities and functions of the position for the full duration of the summer.
- Able to take initiative, troubleshoot, and problem solve autonomously.
- Demonstrate ability to work in a team, as well as independently and without constant supervision.
- Possess effective communication skills in order to successfully perform work orders and tasks within your team.
- Must be easily approachable, friendly, and able to establish rapport with residents and other team members.
- Able to provide excellent customer service to students and families.
- Ability to use authority with discretion and exercise good judgment.
- Must be in good conduct/judicial standing and remain so throughout the term of employment.
Expected Time Commitment: The Operations Assistant position requires an extensive time commitment. It is strongly recommended that Operations Assistants limit their extra-curricular activities and additional work obligations.

- Operations Assistants are expected to work up to 25 hours per week.
- Work hours are as follows: Monday – Friday, 9 AM to 3 PM
  - Hours will be adjusted from regular schedule hours for Orientation sessions during the June & July summer months
- Required to work check-in weekend, from August 31st to September 2nd, 2019. This is Labor Day Weekend. If you are a resident student, you will be permitted to move in to your campus housing at an earlier date, depending upon building readiness.
- Any scheduled lengthy time away from campus limiting your availability to work, such as a vacation during the summer months, may impact employment decisions.

Supervision: Coordinator for Housing Systems & Logistics (with indirect supervision by the Graduate Coordinator, the Assistant Director, and the Director of Housing Systems and Logistics)

Evaluation: In an atmosphere of constructive feedback, Coordinator of HSL will evaluate Operations Assistants.

Length of Term: The summer Operations Assistant position is for the summer break only, from Monday, May 20th until Monday September 2nd. Working over summer does not guarantee you a position for the fall semester.

Starting Salary: $10.00/hr.

PLEASE NOTE: If you are graduating in May 2019 or have summer classes during the above work hours, you cannot be hired for the position.