

Summer Operations Assistant

Position Description

Office of Residence Life

UW-Green Bay



Position Summary Statement:

The Summer Operations Assistant (SOA) serves on a staff of five supervised by a team of professional staff, assisting in the administration of summer camps, conferences, summer guest housing, and summer student housing at the University of Wisconsin Green Bay.

This responsibility includes providing staffing for the camp and conference housing operation including but not limited to: serving as a Resident Assistant in an assigned building for students and adult guests, check-ins and checkouts, performing room set-ups, serving in an on-call and on-duty capacity, and providing guest services. This position reports to the Associate Director of Residence Life with direct supervision from the USPA for Resident Services.

Dates of Employment:

This position offers the opportunity for employment up to 40 hours per week from May 12th, 2017 to August 31st, 2017.

Summer Conference Responsibilities:

1. Assist with providing housing services for camp/conference guests, summer students, and adult guests. This includes assisting with check-ins and check-outs and on-site live-in staffing of an assigned building.
2. Be on-site for check-ins to manage and resolve guest concerns or problems.
3. Distribute and collect linen and provide other services for guests.
4. Assist summer counselor staff by referring issues and concerns in housing, dining areas, and on University grounds to the appropriate area.
5. Perform light housekeeping duties when needed.
6. Use all appropriate tools, programs, and office equipment necessary to complete assigned tasks – remembering to document steps, as necessary.
7. Assist with ongoing, summer conference operations, including room preparation, guest assignment coordination, and preparation for groups including Snowbirds and Student Interns.

Resident Services Responsibilities:

1. Live in an assigned building and provide staffing and coverage for that building.
2. Serve on a rotating duty schedule, which includes being reachable by an issued cellular device and remaining on campus for the duration of the assigned shift. Duty shifts are typically outside of regular business hours.
3. Conduct one walkthrough of all residential facilities between 9:00pm and 11:00pm based on the rotating duty schedule. Respond to service needs, questions, problems, policy violations, and emergencies.
4. Perform various summer administrative tasks including incident reports, duty logs, and other tasks as assigned.
5. Refer students with personal, social, and academic concerns to the appropriate Campus resources and Offices.
6. Respond and perform repairs to facilities issues during duty shifts. These repairs include: smoke detector battery replacement, light bulb replacement, custodial cleanup in common areas, unclogging of toilets, & repair of electronic door access equipment.
7. Implement safe and appropriate behavior to prevent accidents or damage to equipment. Any accident or incident must be reported to a supervisor or Area Coordinator on-duty immediately.

Miscellaneous Responsibilities:

1. Attend required meetings as scheduled. Staff meetings will be held weekly.
2. Attendance at all training sessions is mandatory.

3. Consider the Summer Operations Position as primary employment. External employment, classes, and internships are not recommended during the employment term.
4. Respond to emergency, guest or student requests, and student conduct situations as needed, whether on duty or not.
5. Meet with supervisor on a regular basis to discuss work performance, progress on any assigned projects, and upcoming deadlines.
6. Act as a positive representation of the Office of Residence Life and the University.
7. Understand, abide by, and enforce all University and Residence Life policies and procedures.
8. Other duties as assigned.

Qualifications:

1. Individual should have a working knowledge of Residence Life operations and facilities, prior student housing experience, or comparable customer service experience.
2. Excellent interpersonal skills, ability to communicate and collaborate with staff and students.
3. Capacity to be deadline-driven and resourceful in the position.
4. Excellent attention to detail, organizational skills, and ability to meet deadlines.
5. Ability to work independently, with great attention to detail, while maintaining the commitment to working as part of a team.
6. The ability to maintain confidentiality, to exercise sound judgment, to provide recommendations, and to troubleshoot problems in accordance with Residence Life and University Policy and Procedures.
7. Competency with the use of Microsoft Office software, especially Outlook, Word, & Excel.
8. Availability, up to 40 hours per week, with flexibility to work evenings and weekends.
9. Limited employment outside of the SOA position may be granted by the supervisor on an individual basis (maximum of 10 hours per week for a non-University employer). SOAs are responsible for keeping the supervisor updated on any employment changes. Any SOAs securing employment without prior approval will be subject to termination.
10. Enrolled in no more than three credits (online courses only) during the period of employment.
11. While performing the duties of this position the employee must, with or without accommodations for a disability, be able to work in an office setting using standard office equipment, such as photocopier, fax machine, printer and telephone. Must be able to converse in person and over the telephone, and to read printed materials and a computer screen.
12. Must be able to climb stairs, conduct rounds of buildings (some with elevators and some without) and be able to respond to emergencies.
13. Must be able to lift up to 40 pounds.
14. Satisfactory criminal background check and completion of all required hiring paperwork is required.

Compensation:

This position offers a competitive salary of \$390 per week and includes housing in an apartment-style accommodation during employment (\$1,400 value). Any employee who leaves the position before the end of the employment term will be financially responsible for remaining housing costs.