Summer Operations Assistant
Position Description
Office of Residence Life
UW-Green Bay

Position Summary Statement:
The Summer Operations Assistant (SOA) serves Residence Life by 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 is supervised by the Assistant Director-Operations in the Office of Residence Life.

Dates of Employment:
This position offers the opportunity for employment up to 40 hours per week from May 8, 2020 to August 31, 2020.

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.
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. Perform light housekeeping duties when needed.
5. Use all appropriate tools, programs, and office equipment necessary to complete assigned tasks – remembering to document steps, as necessary.
6. Assist with ongoing, summer conference operations, including room preparation, guest assignment coordination, and preparation for groups such as GB Orientation guests and Snowbirds.

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 rounds 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. Plan activities and events for summer residents and guests with direction from supervisor.
5. Perform various summer administrative tasks including incident reports, duty logs, summer newsletter, and other tasks as assigned.
6. Refer students with personal, social, and academic concerns to the appropriate Campus resources and Offices.
7. Respond and perform repairs to facilities issues during duty shifts. These repairs include: smoke detector battery replacement, custodial cleanup in common areas, unclogging of toilets, & lock outs.
8. 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 and one on ones will be held weekly. All staff meetings will be held monthly and as needed.
2. Respond to emergency, guest or student requests, and student conduct situations as needed, whether on duty or not.
3. Meet with supervisor on a regular basis to discuss work performance, progress on any assigned projects, and upcoming deadlines. Special projects will be assigned by supervisor.
4. Act as a positive representation of the Office of Residence Life and the University.
5. Understand, abide by, and enforce all University and Residence Life policies and procedures.
6. Other duties as assigned.
Qualifications:

1. Attendance at all training sessions is mandatory.
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 and organizational skills.
5. Ability to work independently 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 a varying schedule. Flexibility to work evenings and weekends is a requirement.
9. Consider the Summer Operations Position as primary employment. 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, 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 in good disciplinary standing with the University. Candidates currently on probation through the Dean of Students Office will not be interviewed or hired.
13. Must be able to climb stairs, conduct rounds of buildings (some with elevators and some without) and be able to respond to emergencies.
14. Must be able to lift up to 40 pounds.
15. Satisfactory criminal background check and completion of all required hiring paperwork is required.

Preferred Qualifications:

1. Individual should have a working knowledge of Residence Life operations and facilities, prior student housing experience, or comparable customer service experience.
2. Background of software used in the position such as PERSONA, RMS – Mercury, etc.
3. Ability to communicate effectively by means in person or over a telephone.

Compensation:

This position offers a competitive salary of $9.75 per hour (up to 40 hours per week) and includes housing in an apartment-style accommodation during employment ($1,834 value). Any employee who leaves the position before the end of the employment term will be financially responsible for remaining housing costs.