

University of Wisconsin-Green Bay, Department of Residence Life

Student Custodial, Maintenance, and Floor Care Position Description and Agreement

Mission

The Office of Residence Life serves over 2000 students who reside in 26 residence halls and apartments, and over 3000 summer guests. The Facilities Operations Student Staff position assists the Office of Residence Life in fulfilling its mission to provide clean and attractive housing to students and guests. In either the part-time position (academic year) or the full-time position (summer).

Qualifications

Facilities Operations Staff must have good interpersonal communication, organization, and customer service skills. The employee must be detail-oriented, be willing to work as a team member, and be able to perform physical labor such as cleaning and lifting (up to 50 lbs.). The employees must maintain a 2.0 GPA throughout his/her employment. Summer employees must be available for employment May 14– August 26 and be enrolled for the following semester.

Responsibilities – Student Custodial and Floor Care

1. Provide cleaning and light maintenance services to the apartments, residence halls, Community Center, or Maintenance Shop.
2. Clean common areas including lounges, hallways, kitchens, laundry rooms, and meeting areas, to include but not limited to vacuuming, trash and recycling removal, sanitizing kitchen areas and bathrooms, cleaning windows, and other assigned cleaning duties.
3. Employees will be responsible for maintaining attractive and acceptable grounds around the facilities by performing duties including but not limited to trash and cigarette pickup, snow shoveling, and landscaping.
4. Attend mandatory staff meetings, in-services, and special training sessions before and during periods of employment. Training will be held prior to the start of work.
5. **Summer Staff:** Serve on one or more staff teams. These teams will deep clean residence hall rooms, apartments, and common areas including but not limited to bathrooms, kitchens, furniture, appliances, windows, lights, vents, lounges, community kitchens, laundry areas, etc.
6. **Floor Care:** Serve on one or more staff teams. These teams will be responsible for, but not limited to, stripping and waxing of tiled floors, deep cleaning of carpets and soft furniture in the apartments, residence hall rooms, and common areas, etc.
7. **Team Leads:**
 - Inspect the completed work of his/her team.
 - Provide leadership, direction, and training to a team of student employees.
 - Accountable for the work done by his/her team.

Responsibilities – Student Maintenance

1. Provide cleaning and light maintenance services to the apartments, residence halls, Community Center, or Maintenance Shop.
2. Complete tasks assigned to you by supervisor or other Professional Maintenance Staff member. Examples include, but are not limited to, moving furniture and appliances, disassembling and assembling of furniture, organizing maintenance materials, assisting in the completion of work orders, etc.
3. Maintain attractive and acceptable grounds around the facilities by performing duties including, but not limited to, trash and cigarette pick-up, snow shoveling, and landscaping.
4. **Summer Staff:** Serve on one or more staff teams to complete assigned large maintenance projects. This includes, but is not limited to, the painting of buildings, installation of window coverings, moving of furniture and appliances, etc.

Expectations

Professionalism

1. Dress appropriately for work. Dress should be neat and professional. Cut-off shirts, shirts with holes, short shorts, and halter-tops are not allowed. Shoes must be worn at all times (no sandals).
2. Conduct yourself in a professional manner by being a positive representative of Facilities Operations and by being a good role model. This includes, but is not limited to, alcohol consumption, tobacco use (except on breaks), and sexual harassment. Behavior of this nature should be reported to the Maintenance Supervisor immediately.
3. Keep all Facilities Operations work areas neat and professional in appearance including the Maintenance Shop and the custodial closets located in each building.
4. Treat all equipment with respect and report any damage immediately to your supervisor.
5. Breaks must be taken in the designated areas (not in the facilities).

Attendance and Work Hours

1. Be prompt for work shifts, meetings, training, or any other scheduled event.
2. Missed shifts may result in termination.
3. If an absence is foreseen you must make arrangements in advance with the supervisor.
 - You will be allowed two days of unpaid vacation to be used after the first four weeks and before the last two weeks of work.
 - You must submit a request off of work form a week prior to the date you want off.
 - Time off will be granted on a first come basis and will depend on the amount of work needed to be completed.
4. **Summer Staff:** Work hours for the summer months will be full-time with some weekend and evening work and may include some holidays. You will be given two paid 15-minute breaks one in the morning and one in the afternoon; breaks will be taken as a whole team. You will have a 30-minute unpaid lunch period, also taken as a whole team.

5. **Academic Year Staff:** Your work schedule will be made by your supervisor and remain the same week to week throughout the semester. Students are not permitted to work an excess of 20 hours per week when class is in session. During breaks a 40-hour work week may be offered provided there is work. Breaks are not provided unless you are working for a period of four consecutive hours.

Open Communication

1. Participate in a positive, constructive relationship with coworkers, supervisors, and students. Provide positive feedback when necessary and be informative of any issues pertinent to coworkers and supervisors. Take initiative by suggesting improvements to processes and procedures.

Customer Service Oriented

1. Always be polite and courteous to students, parents, and guests of the University. They are the customers we are here to serve. Help fulfill the mission by providing the best environment possible for the students and guests.

Safety

1. Implement safe and appropriate behavior at the worksite to prevent accidents or damage to equipment. If an accident does occur, it must be reported to your supervisor immediately. Proper paper work must be completed (cuts or injury).
2. Two pairs of Safety Glasses will be issued to you at the start of your employment. **They are to be worn at all times while you are doing work.** If you lose your two pairs of glasses it is the employee's responsibility to acquire a pair of Safety Glasses.
3. Safety goggles, face shields, hearing protection, gloves, etc. will be issued to you depending on the type of job. Use the proper equipment, safety gear, and procedures when performing work duties. We will provide you with what you feel you need.
4. MP3 players are permitted. However, the volume must be kept at a level where you will be able to communicate effectively with coworkers, supervisors, or others. A stereo may be used during the summer months however; the volume must be kept at a level where you will be able to communicate effectively with coworkers, supervisors, or others.
5. **Team Leads:** Will be given a radio to communicate with supervisors and other Teams. The Lead must be able to hear the radio and respond immediately when necessary.
6. Cell phones may not be used except during break or lunch periods.
7. Remain alert on the job at all times. Do not watch TV, sleep, or leave the work area doing so may result in termination.

Work as a Team

1. Be responsible for all tools issued to you, and clean up any remnants at the end of the workday or shift. Workers should display mutual respect and collaboration throughout the workday or shift while being detail-oriented and taking pride in their position and University.
2. Maintain open-mindedness and a positive attitude toward the Facilities Operations Staff position and be responsible for all job responsibilities as outlined in the Facilities Operations Job Description and other job-related documents.
3. Work as a unit and loyal member of a team with the entire Residence Life Staff. Actively promote the Residence Life program by supporting the mission and philosophies of the Office of Residence Life, Facilities Operations, and the University of Wisconsin - Green Bay.

Excellence

1. Report any violations of residence hall or University policy. Understand, abide by, and enforce all University and Residence Life policies and procedures.
2. Perform all duties at or above the standards that are expected, always striving for excellence.

Benefits and Compensation

1. **Academic Year Staff:** New starting staff will receive \$10.50 per hour.
2. **Summer Staff:** New starting staff will receive \$10.50 an hour.
3. **Student Lead Staff:** Will receive \$11.00 per hour.

_____ have read and understand my job responsibilities and expectations. I accept this position and realize that failure to meet the job description above may result in termination of my employment.

Student Signature

Date