Summer Assistant
Position Description

Reports to: Summer Programs Coordinator

Employment Dates: May 15- August 29, 2017 (full time, approx. 20 hours/week)

Attend and Participate in All Staff Training: May 15-17, 2017 | 8:30 am-5 pm.

Compensation: Until July 1, 2017: $11.50/hour
After July 1, 2017: $12.50/hour

On-campus summer housing: approximate value $3,800.00

Maximum 20 hours of vacation (unpaid and based on approval; approval given on first-come, first-served basis)

General Overview
Summer Assistants perform inspections of residential spaces as well as providing customer service within Residential Hall Offices (RHOs). Summer Assistants oversee the preparation of residential spaces before guests occupy spaces (check-in,) and identify any damage after guests leave (check-out). Summer Assistants are also responsible for conducting a wide range of administrative and customer service tasks (package distribution and management, key distribution and management) for guests when working within the residential buildings.

Essential Duties and Responsibilities:
Summer Assistant duties include but are not limited to the following:

- Inspection of residential spaces for proper set up for summer guests
- Report cleaning and maintenance concerns with campus partner offices and provide appropriate follow up
- Support check-in and check-out initiatives as primary team members
- Provide customer service to all guests to respond to inquiries and needs within residential buildings
- Perform key distribution and inventory to ensure integrity of key security system.
- Assist with package distribution and management.
- Assist with the relocation of guests when necessary
- Perform night duty on a rotating basis.
• Support 2017 New Student Move-in Process, at the conclusion of the summer.
• All other projects assigned by Summer Assistant Leads

Performance Requirements
• Excellent verbal and written communication skills, including ability to effectively communicate with internal and external personnel.
• Excellent computer proficiency (MS Office – Word, Excel and Outlook)
• Must be flexible and adjust quickly to change, as responsibilities will vary often.
• Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.
• Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
• Ability to safely and successfully perform the essential job functions consistent with the university’s standards.
• Must be able to lift and carry up to 75 lbs.
• Must be able to talk, listen and speak clearly on telephone.