RHO Lead

Reports to: Coordinator for Residential Services

Employment Dates: April 24- May 12, 2017 (part time, 5-10 hours/ week)  
May 13- September 6, 2017 (full time, 40 hours/week)

Attend mandatory Leadership Retreat and Training | Date and Time TBD

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

Provide on-call coverage on summer holidays with other Leads

Required to be available for check-in assistance between 2pm and 6pm every Saturday and Sunday, unless otherwise instructed by Coordinator for Residential Services.


Compensation: Until July 1, 2017: $12.50/hour  
After July 1, 2017: $13.50/hour

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

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

General Overview
The RHO Leads work with the Coordinator for Residential Services, Conference Leads and Summer Assistant Leads to ensure the efficient operation of RHOs. General responsibilities include: secondary supervision of Summer Assistants, key security and representing Georgetown University to various conference guests and individuals residing on campus. Due to the demands of this position, you are required to have a flexible schedule. You will not be able to take classes, have another job or be involved in extracurricular activities which require a large time commitment. Vacation cannot be scheduled prior to June 1 or after August 1.
Responsibilities

There are five RHO Lead positions for Summer 2017:
RHO Lead 1: Alumni Square, East Campus, and Townhouses
RHO Lead 2: Arrupe, Copley, Darnall, Henle Village
RHO Lead 3: Village C East, Village C West, Harbin
RHO Lead 4: New South, Village A
RHO Lead 5: Southwest Quad (Kennedy, McCarthy, Reynolds)

In this capacity, RHO Leads perform the following functions:
- Co-supervise Summer Assistants assigned to RHOs with Summer Assistant Leads.
- Train and manage Summer Assistants regarding all RHO Operations.
- Manage operations of the assigned residential buildings including: office functions, enforcement of policies and procedures, package distribution, and general appearance/maintenance of the RHOs and common areas.
- Work at least one scheduled shift in an RHO per week.
- Coordinate staff response according to expressed needs of summer guests with customer service foundation
- Coordinate the check-in and check-out process for arriving and departing summer guests.
- Execute daily audits of key box in RHO and records within StarRez to ensure the integrity of the key security system.
- Implement key inventory and Conference Visitor Card (CVC) procedures including managing key cut and lock change process when necessary.
- Report any incident involving summer guests including alleged thefts by contacting GU Police department when necessary, and responding to summer guests’ needs
- Inform the Summer Program staff of any significant problems in residential buildings or with summer guests
- Keep RHO spaces and equipment clean and orderly on a daily basis.
- Manage organization and ordering of needed supplies in the RHO.
- Troubleshoot when necessary. In emergencies, RHO Leads may assist in guest room preparation or in relocating guests. Heavy lifting up to 75 lbs. may be required.
- Keep Coordinator for Residential Services & Summer Programs staff informed and updated as necessary including occupancy, events, and special needs and inform other staff.
- Attend all staff meetings and all other special functions.
- Carry and respond to cell phone 24 hours daily, 7 days a week.
- Participate in Night Duty as assigned during the summer.

RHO Leads also perform other duties as assigned by Residential Living Professional Staff