

Housing & Residence Life

TULANE UNIVERSITY

Job Title:	Summer Assistant
Department:	Housing and Residence Life
Salary:	\$10.00 per hour and summer housing provided (double room type with roommate) and required** from May 18, 2022 - August 13, 2022
Hours:	Minimum of 10 hours/week required
Training:	Mandatory Training from May 18, 2022 – May 20, 2022
Positions Available:	Multiple

General Description:

The Summer Assistant (SA) for the Department of Housing and Residence Life serves as the first point of contact for summer students and conference guests in the residence halls. The role of the SA is to provide excellent customer service and to assist in the overall functioning of the summer operations. SAs facilitate administrative work such as handling keys, conducting check-ins and checkouts, conference services and facilities installation and assembly. SAs also handle emergency response situations such as fire drills and alarms that may occur during desk shifts. SAs serve in a 24/7 On-Duty rotation to respond to incidents or requests that may occur outside of business hours.

Shifts:

A Summer Assistant are required to work a variety of shift rotations in support of Department of Housing and Residence Life Operations. Shift schedules are coordinated with your supervisor in advance of your shift.

- Conference and Facilities Work Shifts
 - During these shifts, SAs assist with completing projects and tasks in our residence halls. Examples of projects include inspecting rooms to ensure room-readiness before a conference guest moves in, preparing key packets, relocating furniture, assisting with conference group check-in, placing items in rooms prior to guest arrival, and more.
 - Shifts are scheduled in “Morning” and “Afternoon” blocks during business hours Monday through Friday (not including university holidays).
 - Morning blocks are generally from 9:00AM – 1:00PM and afternoon blocks are from 1:00PM -5:00PM; however, these times are subject to change and will be communicated to you at the beginning of employment
- Desk Shifts
 - During these shifts, SAs work at the front desk in one of our residence halls and provide customer service and support to our students, guests, and staff members.
 - SAs are scheduled from 6:00AM – 6:00PM in two hour blocks, 7 days a week (including holidays and weekends)
- On-Duty Shifts
 - During these shifts, SAs are “On-Duty” for their assigned area, and are physically present in their assigned on-campus community for the entirety of their On-Duty shift. While On-Duty, SAs carry a duty phone, complete rounds at designated times, and other responsibilities as assigned by the supervisor. While On-Duty, there are opportunities to rest, relax and rest while being available by duty phone to respond to guest and staff requests. While On-Duty, staff must reside on-campus in their designated housing assignment for the entirety of their shift.
 - On-call shifts are scheduled from 5:00PM-8:30AM Monday through Friday; and, in two blocks of 8:30AM-8:30PM and 8:30PM-8:30AM on Saturday, Sunday and during University closures.
 - SAs work the entire shift from 5:00pm to 8:30am Monday through Friday, or the entire shift from 8:30am-8:30pm or 8:30pm to 8:30am on Saturday, Sunday and during University closures.

SAs may work a minimum of 1 shift and a maximum of 3 shifts consecutively. Staff will work with their supervisors on a weekly and monthly basis to create a schedule with their fellow SAs.

General Duties:

- On-duty for assigned summer conferences to assist with issues outside of business hours.
- Provide front desk coverage (during business hours) and professional, friendly customer service at a residence hall front desk.
- Responsible for performing receptionist duties at the residence hall desk, including answering telephone calls; routing messages; and responding to routine questions/inquiries from staff, students, and conference guests.
- Assist in coordinating conference and summer housing student check-in and check-out and occupancy management.

Housing & Residence Life

TULANE UNIVERSITY

- Assess room readiness before conference move-in including maintenance, cleanliness, and linens.
- Attend all staff meetings and work shifts as assigned by supervisor.
- Attend the entirety of Staff Training from 8:30am to 5:00pm, May 18th through May 20th
- Keep timely and accurate records of inventory.
- Maintain Room Condition Reports database associated with residence hall room upkeep. This includes, but not limited to Summer Housing spaces.
- Engage in special facilities projects as they relate to the needs of the residence halls and HRL Operations.
- Maintain accurate key records and controls.
- Assist with the assembly, installation, removal and repair of University residence hall furniture.
- Help to facilitate closing of the summer.
- Assist with problem solving for facilities issues, Residential Life crises, and emergency situations that may arise during the desk shift.
- Maintain the confidentiality of student and office operations.
- Communicate using Microsoft Outlook and Microsoft Teams by regularly checking for messages and respond to communication promptly.
- Other duties as assigned.

Qualifications:

- Critical thinking and problem-solving skills, and the ability to multi-task.
- General technology ability. This includes experience with spreadsheets and word processing.
- Excellent written and verbal communication.
- The ability to work effectively with University students and staff.
- Current, full-time undergraduate student with overall minimum 2.50 GPA or current, full-time graduate student with overall minimum 3.00 GPA at the time of employment and throughout the period of employment.
- Good conduct standing with the University.
- Flexibility, creativity, and a sense of humor.

Terms of Employment:

A. Period of Employment:

The official period of employment begins for the summer on May 18, 2022 and ends August 13, 2022 at 6pm with the completion of all closing duties. SAs are also expected to remain in town and share in responsibilities during selected summer breaks and university holidays. Training is mandatory between May 18th and May 20th.

B. Remuneration:

Remuneration is in the form of \$10.00/hour for Conference and Facilities Work Shifts and Desk Shifts. SAs are paid in bi-weekly increments. **Summer housing provided in a double-room type on-campus (room shared with another Summer Assistant or Tulane student).** On-campus housing is provided and required from May 27th – August 7th for Summer Assistant staff**. Summer Assistants are required to work a minimum of 10 hours per week. Remuneration is based on continued employment with Housing and Residence Life.

C. Vacation:

Vacation time during the term of employment must be requested in writing at least 2 weeks prior to proposed departure and vacation time must not exceed 7 consecutive days. Vacation/time-off or away is limited and will be considered on a case by case. Vacation/Time-off must be requested in writing and submitted to the Assignments and Conferences Coordinator or designee, and must be approved by supervisor. Vacation may not be approved during high priority times and trainings.

D. Continuation of Employment:

Employment is for one summer (or part thereof) only. Continuation of employment depends upon successful completion of tasks, positive evaluation by the supervisor and exhibition of growth and continued enthusiasm for the position. SAs must complete appropriate application if they would like to be considered for re-employment for a future Summer term or a different position within Housing and Residence Life.

Housing & Residence Life

TULANE UNIVERSITY

E. Financial Aid:

The terms and conditions in this job description are subject to review by the Office of Financial Aid if the Summer Assistant receives additional financial aid. SAs are required to report all forms of financial aid to ensure that they do not exceed their need factor.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description. Dates are subject to change.

Students who live off-campus for the Spring 2022 semester will be expected to move on-campus during the summer transition day announced by Housing and Residence Life, tentatively scheduled for no later than May 27, 2022. Students who will live off-campus for Fall 2022 will be expected to move off-campus no later than Friday, August 5, 2022. Students living off-campus are expected to attend training May 18th through May 20th, and expected to work all scheduled shifts and report to campus as needed to complete all duties. **Transition dates are subject to change. Students who live on-campus for Spring 2022 will be able to transition directly from their Spring to Summer Housing Assignment. Students who live on-campus for Fall 2022 may transition directly from their Summer to their Fall housing assignment. Timelines will be provided in advance by supervisor staff. **All transition dates are subject to change.**

**With supervisor approval, SAs who have an off-campus apartment during their employment may be permitted to continue to occupy their off-campus apartment during the summer, except for when they are scheduled for an On-Duty Shift. Any SA staff member who is approved for this arrangement must still check-in for their on-campus room by the date listed above, and must reside in their on-campus room during all On-Duty shifts.