

# Summer Housing Operations Assistant

(1-2 positions)

Under the supervision of the Assistant Director of North Village, the Summer Housing Operations Assistant (SHOA) provides support to ensure facilities are ready for occupancy as needed for students and visiting summer groups.

Housing and Residence Life has high expectations for students who serve in student staff positions. It is expected that academic commitments come first. Because of the degree of leadership and responsibility afforded by this role, the SHOA position should be the principle non-academic activity and extracurricular activities should not conflict with the time needed to perform effectively as an SHOA throughout the entire summer.

## Minimum Qualifications and Position Requirements

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- Student is taking a maximum of one class per summer session or involved in no more than 15 hours per week in an internship, research, or other employment.
- Potential candidates for the position must be available for part-time work beginning Thursday, May 7, 2020 through Sunday, August 16, 2020.
- Attend training sessions to receive job responsibilities and expectations.
  - SHOAs are required to complete online training before **April 30, 2020**.
  - All SHOAs are required to attend training on **May 7, 2020 and May 8, 2020**.
- Follow the Statement of Ethical Standards for Housing and Residence Life Staff and meet the responsibilities outlined in the SHOA Agreement.

## Terms of Employment

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- May 7, 2020 to August 21, 2020.
- Will not hold other full time employment and is taking maximum of one class per summer session.
- Vacation time is limited and must be approved by supervisor in advance.
- Must be available for approximately 20 hours per week with flexible schedule to complete SHOA responsibilities
  - Be available for weekend work on an as needed basis.
  - Other hours spent in meetings and completing other administrative responsibilities

## Remuneration and Benefits

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- The SHOA is paid a \$1,500 stipend (before taxes) and is provided housing in a residence hall room or North Village apartment designated by Housing and Residence Life staff. Staff assigned to a residence hall room will be provided additional compensation for on-campus meals.
- The SHOA should be prepared to move from their summer assignment to their fall assignment in late July or early August.

## Responsibilities

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### Availability

- Remain on campus to fulfill any SHOA duties during all dates when vacation or time off is not permitted. **Each SHOA is required to work transitions between May X, Summer Session I, and Summer Session II.**
- Be available for all Summer Orientation sessions (These are scheduled for **June 15-16, June 18-29, June 20-21, June 23-24, and June 26-27**).

### Housing Operations

- Support Residence Life and Housing Services teams with residential area inspections after closing to ensure facilities are maintained properly.
- Assist in reporting repairs discovered during inspections to ensure spaces are ready for occupancy per the summer schedule.

- Conduct quality assurance inspections prior to residents' arrival to confirm repairs have been completed.
- Conduct routine inspections of residential facilities to ensure standards are being maintained.
- Assist in conducting pre-opening inspections.
- Assist in documenting and recording damages for damage assessment and billing.
- Keep a continuous account of room conditions and immediately report any issues or concerns to Housing and Residence Life.
- Communicate professionally and appropriately with all residents, prospective residents, and Furman staff/faculty as a Housing and Residence Life representative.

### **Administration**

- Use only the usernames assigned for your use. Give priority to Residence Life-related work when using office computers. Use access for SRA role, not personal use.
- Follow office protocols as established by the Residence Life staff. Arrive at the Housing and Residence Life Office at least ten minutes before shift begins.
- Provide exceptional customer service to all students and summer guests.
- Complete various reports including, but not limited to: incident reports, Room Condition Reports, health and safety inspection reports, etc.
- Maintain summer student housing key inventory by communicating with designated Assistant Director of North Village to determine turnover status of residents and room change needs.
- Assist with fire safety inspections, emergencies, and drills and respond appropriately to any crisis situations.
- Report any maintenance problems to the supervisor and/or submit maintenance requests in a timely manner.
- Check mailbox daily. Check all forms of communication daily and respond in a timely manner. This involves email, syncDIN, GroupMe, etc.
- Assist in emergencies, drills, and other assigned duties such as announced health and safety inspections.
- Share confidential information only with the appropriate people and in the appropriate situations, as warranted by the SHOA position.
- Follow all guidelines for time away as outlined by the Residence Life team. This includes, but is not limited to: submitting time away request forms to their supervisor prior to requested timeframe.

### **Policy Enforcement**

- Understand, explain, and support all Furman University policies by consistently confronting behavior that disrupts the community.
- Complete incident reports immediately.
- Assist the Division of Student Life and University Police in the prevention, investigation, and reporting of misconduct and damage to University property.
- Role model appropriate resident behavior by following all Housing & Residence Life policies, Student Conduct Code, and local, state, and federal laws.
- Role model responsible alcohol use and adhere to the University's alcohol policy, as published in the student handbook.
- Refrain from responding to job related responsibilities after consuming substances that may impair your judgement.
- Respond at all times to situations, even when not on duty or when in another complex.
- Notify appropriate professional staff when concerned with student behavior.
- Notify appropriate professional staff immediately if a significant event occurs or an outside agency responds (Furman University Police, Greenville County Police, Travelers Rest Fire Department and/or Paramedics).

### **Staff Function**

- Portray a positive attitude, enthusiasm, and pride for the SHOA position.
- Support Housing and Residence Life and the student staff team.

- Attend regular staff meetings and training sessions throughout the summer.
- Attend one-on-one meetings with supervisors as required.
- Maintain a positive working relationship with supervisors and keep supervisors informed of relevant issues, provide feedback as appropriate, and accept feedback in a professional manner.
- Maintain positive working relationships with fellow staff members, other Housing and Residence Life staff, and Furman faculty and staff.
- Tactfully discuss concerns with staff members and supervisor and express ideas in a meaningful way to resolve interpersonal conflicts.
- Be an ambassador for Furman to new students and parents during Summer Orientation sessions.
- Perform other duties as assigned by the Residence Life staff in support of the goals and objectives of Housing and Residence Life and the Division of Student Life.

### **Termination & Resignation**

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I understand that unsatisfactory performance or breach of agreement can lead to termination of my position. If, after appointment, I elect not to assume my duties or find I am unable to perform said duties, I must notify my supervisor immediately in writing that I am resigning from my position.

### **Statement of Ethical Standards for Housing and Residence Life Staff**

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I value and understand my role as an **Advocate**. In order to best fulfill this role, I will:

- Seek to understand peoples from whom I am different;
- Demonstrate behaviors that accept and appreciate all individuals;
- Educate myself on issues impacting residents, fellow team members, and all Furman University students;
- Offer constructive ideas and/or suggestions that promote the needs and/or wants of our community; and
- Confront behaviors that infringe upon the rights of others.

I value and understand my role as a **Community Facilitator**. In order to best fulfill this role, I will:

- Create an inclusive environment that strives to meet the needs of all members;
- Encourage community members to establish healthy relationships among themselves and resolve conflicts;
- Support and implement programs which address community needs;
- Recognize the rights and responsibilities of residents and strive to be educational when administering the Student Conduct Code; and
- Educate myself and others on how an individual impacts the entire community.

I value and understand my role as an **Individual**. In order to best fulfill this role, I will:

- Strive to achieve and maintain balance within all aspects of my life so that I am better able to provide service to our community;
- Share information with the appropriate people about personal relationships (sexual, romantic, friendships or other) that may impact my performance, my decision making and/or place me in a situation where a conflict of interest may exist; and
- Accept and give feedback in a constructive manner to assist in the positive growth of all team members.

I value and understand my role as a **Learner/Educator**. In order to best fulfill this role, I will:

- Seek out teachable moments in my advising, supervision, and student responsibilities;
- Strive to be a lifelong learner;
- Offer educational opportunities that foster growth and development;
- Support others in their learning process;
- Share information only when I am confident of its accuracy; and
- Be open to new perspectives and experience.

I value and understand my role as a **Role Model**. In order to best fulfill this role, I will:

- Represent the Housing and Residence Life and Furman University in a manner that supports our mission;
- Abide by all federal, state, and local laws, and conduct myself in a manner that represents the spirit of these laws;
- Adhere to all university policies and respond appropriately to all violations;
- Create opportunities to serve the communities to which I belong;
- Act in a responsible manner when making decisions that impact the department financially;
- Make decisions that positively impact those affected; and
- Respect privacy by sharing information only in the context of helping and/or enforcing policy.

I value and understand my role as a **Team Member**. In order to best fulfill this role, I will:

- Support the mission of this team in acceptance of individual, departmental, and institutional values;
- Seek opportunities to lead and follow and recognize when to do one or the other;
- Strive to be efficient;
- Provide challenge and support appropriately;
- Work to develop and maintain cooperative relationships with other team members; and
- Participate actively and positively within the community.

**Agreement**

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I have read and acknowledge the Summer Resident Assistant Agreement. By signing this agreement, I understand all that is expected and required of me as a Resident Assistant. I also understand I am giving permission to the Department of Housing & Residence Life to access my academic and discipline records and to discuss information relevant to my employment.

I understand that this agreement is subject to the availability of funds and may be canceled if the residence hall(s), or a part thereof, is closed. I acknowledge and accept that failure to meet the expectations outlined in this agreement may result in probation or termination. This Agreement may not fully outline all job responsibilities; additional responsibilities will be communicated with me by the Housing and Residence Life staff within training and throughout the year.

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Signature of Summer Housing Operations Assistant

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Date

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Print Name of Summer Housing Operations Assistant

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Signature of Associate Director of Residence Life or Designee

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Date

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Print Name of Associate Director of Residence Life or Designee