Residence Life Support Services:

Residence Life Support Services (RLSS) employees perform a variety of tasks that directly and indirectly support the operation of the on campus residence halls – ensuring excellent customer service, safety and security of on campus residents, timely and effective delivery of duties and responsibilities, and project management execution.

RLSS is located on south campus in building 98F. Hours of operation are M-F 8am-5pm. We offer part time employment during the academic year and full or part time employment during the summer months.

Minimum Qualifications:

- Must be an active NAU student (i.e. enrolled in classes and degree- or certification-seeking)
- Must be enrolled in at least part-time status (6 credits for undergraduate students)
- Must be willing to cross train into all duties and responsibilities of RLSS
- Must be willing / able to operate a variety of equipment in the performance of daily / weekly tasks.
- Must be able to successfully pass a background and fingerprint check (position is safety and security sensitive)

Preferred Qualifications:

- Ability to multi-task and utilize problem-solving skills
- Maintain a clean and organized work / project area
- Team player with a positive attitude, willingness to work
- Previous supervisory experience
- Experience providing high quality customer service
- Effective communication skills and ability to communicate with a diverse population in a positive / informative way
- Strong time management skills including project prioritization, independent judgement, decision making skills and initiative.
- Ability to lead peers and create a cohesive team
- Train, supervise and evaluate other students, teams and project execution.
- Willingness and ability to represent University Housing and NAU during all public contacts
- Knowledge and experience in Occupational Health and Safety Guidelines

Duties & Responsibilities:

- Promote an atmosphere of exceptional customer service and role model professional and positive behavior
- Cross train into all duties and responsibilities of RLSS including but not limited to: inventory and case goods management, moving crew, extraction work team, conference support team, botany services, administrative support team, project management, staff recruitment and selection.
- Assist with hiring RLSS staff, train new staff including training documentation and provide constructive and critical feedback to trainee and supervisor.
- Supervise work teams and projects with minimal supervision.
- Inventory and maintain equipment and hall resources, including diagnostic evaluation of non-functioning equipment and repairing / rebuilding equipment.
- Work collaboratively with the RHD, residence hall staff and residents regarding needs, concerns, projects (current and upcoming)
- Promote an atmosphere of exceptional customer service and role model professional and positive behavior
• Conduct oneself in a professional and trustworthy manner due card and key access to halls in student rooms.
• Execute projects with minimal supervision, high attention to detail and attentive organization.
• Understand and comply with policy in handling confidential and sensitive information.
• Follow through with tasks or duties as assigned by supervisor(s).
• Assist with management of the warehouse including annual inventory, property surplus pick-ups, e-recycling.
• Other administrative duties as assigned.
• Support special projects that arise in University Housing and Residential Life.

Additional Information:
This student employee position(s) are required to work with confidential / sensitive nature information and must comply with FERPA guidelines and complete confidentiality.

This position(s) has been identified as safety/security sensitive and requires a background check and fingerprint clearance.

This position requires physical fitness including the strength to handle heavy objects and potentially move items for several hours a day. This includes lifting, reaching, bending and squatting. Also hand-eye coordination promotes careful positioning of moving materials.

Homework / Studying:
These positions involve active working hours, studying and homework during work hours is not available.

Supplemental Questions - Uploaded in place of your Cover Letter:
Please provide a brief answer to each of the following questions:

1. Please list the relevant skills and abilities you would bring to the position(s) for which you are applying?
2. Describe your experience working in a customer service role and what you learned from that experience. If you have not worked in a customer service role before, describe what good customer service means to you.
3. What are three things that set you apart from other students who have applied for employment with Housing and Residence Life?
4. Please share anything else that would be helpful in the selection process.

Equal Employment Opportunity

Northern Arizona University is a committed Equal Opportunity/Affirmative Action Institution. Women, minorities, veterans and individuals with disabilities are encouraged to apply. NAU is responsive to the needs of dual career couples. EEO Law Poster NAU is an Employer of National Service. AmeriCorps, Peace Corps, and other National Service alumni are encouraged to apply.
**Additional Information:**

Hiring is contingent upon the satisfactory completion of a criminal background investigation, employment history verification, and fingerprint check.

*Unemployment Compensation/Leave/Vacation:*

Student employment positions are not considered permanent employment, therefore, are not eligible for unemployment compensation benefits upon discontinuation of employment.

Student employees are not eligible to receive paid vacation, sick leave, holiday leave, life or medical insurance programs, retirement benefits, or payment of hours worked due to an official University closure.

Time off and vacation requests by approval only and may not be available during determined peak times such as hall opening and closing, semester transitions, and mid-May through the end of June.

**About this Job**

Job Vacancy Number: 3840174 | All on-campus jobs can be Federal Work-Study jobs

*We are currently hiring for Fall 2020, some immediate positions are open now.*

**Position/Department Overview:**

Residence Life Support Services (RLSS) summer employees provide support for Housing and Residence Life Staff and Facilities Services teams, servicing 22 on campus residential halls - preparing them for fall opening as well as support during the academic year.

RLSS is located on South Campus in building 98F. We are open Monday - Friday 8am-5pm. We offer full and part time employment with flexible hours up to 29 hours per week. Employees must work a minimum of 6 hours per week in at least a 3 hour block window of time. Our employees work in small teams providing reliable deliveries and services to the campus community.

**Minimum Qualifications for all positions:**

- An active NAU student (i.e. enrolled full or part time in classes Fall 2020)
- Must be able to work a minimum of 6 or more hours per week

Federal Work-Study (FWS) Eligible students are encouraged to apply.
**Duties & Responsibilities:**

- Provide excellent customer service to residents/guests and campus partners. Conduct detailed team walkthroughs of every NAU residence hall to assess and report building-wide readiness for fall opening. All employees are cross-trained to serve in all capacities.
- Repairing broken furniture (chairs, desks, and refrigerators), delivering and installing student space furniture to various halls, maintaining the warehouse inventory and fleet vehicles.
- Operating industrial laundry equipment in two locations, processes and delivers linen orders to the warehouse, storage areas and various locations on campus serving camps and conferences. Also clean several hall community rooms, public space furniture and warehouse inventory.
- Inventory and evaluate all areas of our residence halls, accessing and reporting damage, wear and tear, creating and following up on work orders for necessary repairs. Oversee the warehouse inventory during placement of case goods. Receive and evaluate shipments. Receive, inventory and manage lost and abandoned property in compliance with policy.

All necessary training for all positions / duties is provided.

**Knowledge, Skills and Abilities:**

- Strong public relations, customer service, interpersonal and communication skills
- Ability to work independently and as part of a team
- Positive and professional attitude
- Attention to detail and strong organizational skills
- Ability to perform all tasks with or without accommodation (physical labor includes cleaning and moving tasks, lifting various weights and moving furniture)