

# Housing & Residence Life Support Services (HRLSS)

Fall 2021

Job Vacancy:

All on-campus jobs can be Federal Work-Study Jobs.

## **Position/Department Overview:**

Housing & Residence Life Support Services (HRLSS) 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.

HRLSS 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 with some self-scheduling and flexible hours. Our students work in small teams providing reliable deliveries and services to the residential campus community.

*All students in this position will be cross trained in all tasks; all necessary training is provided. This is a physical labor position that includes lifting, moving, cleaning, etc. You will be asked to complete any/all of the outlined tasks and responsibilities with or without reasonable accommodation throughout the academic year.*

Qualified candidates will be able to conduct themselves in a legal, professional, and trustworthy manner due to card and key access to halls and/or student rooms. **\*NOTE: Due to the COVID-19 Pandemic, we cannot guarantee a minimum number of hours you will be scheduled each week.**

## **Duties & Responsibilities:**

### Operational Residence Hall Support

- 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 HRLSS staff, train new staff including training documentation and provide constructive and critical feedback to trainee and supervisor.

- Execute projects with minimal supervision, high attention to detail and attentive organization.
- Serve as a team lead supervising 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.
- 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

*Room readiness and building preparation:*

- Prepare halls for room turnover at beginning of each semester and as room vacancies occur.
- Conduct detailed team walkthroughs of NAU residence hall rooms to assess and report building-wide facility needs
- Assist with various Housing projects, including but not limited to: loading and unloading furniture, furniture assembly, and, submitting and completing work orders
- Lower/raise lofted beds as needed
- Prep rooms for occupancy as needed, including cleaning and dusting; emptying wastebaskets; sweeping and vacuuming
- Carpet extraction as needed for room turn-over and public space maintenance.
- Remove abandoned property from rooms as needed including inventory, packing and preparation for shipping or disposal.
- Complete room inspection/inventory for rooms before a group arrives and after the group departs
- Assess/report damages and submit maintenance/custodial needs after each group checks out
- Inspect public spaces to identify and submit custodial and maintenance concerns
- Set up meeting spaces including arranging tables and chairs, and re-setting furniture after meetings

Knowledge, Skills, and Abilities:

- Strong public relations, customer service, interpersonal and communication skills
- Ability to work independently and as part of a team
- Flexibility and ability to handle potentially stressful situations
- Positive and professional attitude
- Attention to detail and strong organizational skills
- Ability to perform all tasks with or without reasonable accommodation (physical labor includes cleaning tasks listed above, moving linen bundles/equipment of various weight up to 50 lbs., and moving furniture/equipment)
- Ability to conduct themselves in a professional and trustworthy manner due to card and/or key access to student rooms

## Minimum Qualifications:

- NAU students or recent graduates only (certain conditions may apply if a recent graduate)
- A minimum 2.0 cumulative GPA is required for student employment
- Be in good standing with the University. If you are currently sanctioned with University Probation through Residential Life and/or the Office of the Dean of Students, you are ineligible for consideration. Failure to maintain good standing could result in job termination.
- Must be willing to cross train into all duties and responsibilities as listed above
- 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:**

- Federal Work-Study eligibility
- 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

*Remuneration:*

\$12.99 per hour

## **Positions Available:**

We are currently hiring a limited number of positions for Fall 2021. Please ensure your availability is included in the application process.

Standard hours of operation are Monday – Friday 8AM- 5PM. **Students shifts are generally scheduled 9am-12pm or 1pm-5pm.**

### **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.*