

Summer Housing Assistant (SHA) Position Description Summer 2024

Department Overview

Campus Living at Northern Arizona University houses 7,800 students and staff in 22 campus living communities (CLCs), including traditional, suite and apartment communities. Our departmental mission and four foundational value areas work in concert to provide an intentional, comprehensive and expansive lens guiding all we do and how we do it. Through our values, we ground our approach, priorities, decisions, interactions, services, staffing, resources, processes, policies, reflection and navigation of complex situations.

Campus Living [Mission Statement](#):

"We create a welcoming and vibrant campus living experience where students connect, explore and belong."

Our four [foundational value areas](#):

- Care and Support
- Community and Connectedness
- Equity and Inclusion
- Learning and Development

We value and honor diverse experiences and perspectives and are [committed to fostering inclusive communities](#) where individuals feel valued, safe, and understood. To promote the success of students, staff and faculty, we strive to learn about individual and shared human experiences, while advocating for the respect and inclusion of all identities.

Summer Housing Overview

Summer on campus feels very different from the academic year. Campus Living serves a variety of populations for the summer months including, but not limited to, NAU students registered for summer and/or fall classes, summer bridge program groups, workshop participants, and summer camps and conference groups from all over the state, country and world. Groups range in size from five participants to over 3,000 participants. Some groups stay for just a few days, while others stay on campus for multiple weeks. The diverse size and needs of our summer groups, residents, and guests create a fluid and fluctuating summer schedule.

Summer Housing Assistants (SHAs) work as a team in three primary housing clusters to manage and staff all of the CLCs that serve summer populations.

Position Overview

The SHA position is a 30-36 hour/week position on average, with a fluctuating weekly schedule, including work on evenings, weekends, and holidays. The actual number of hours worked per week will vary based on the weekly occupancy and needs of the summer buildings and can range from 24-40 hours.

Summer responsibilities include a high level of customer service, front desk staffing, building preparation, check-in/check-out of individuals and groups, occupancy transitions, room turnover and cleaning, programming/activities, regular meetings, and on-call responsibilities. Please note that the SHA position includes a significant amount of physical labor, including lifting and moving up to 50 lbs., cleaning, vacuuming, sanitizing, etc.

Job Functions and Responsibilities

Front Desk/Guest Service

- Work scheduled front desk shifts (typically scheduled in 2-3 hour blocks)
- Greet community members/guests and answer inquiries about hall services, directions, and Flagstaff area attractions
- Answer front desk phone and email; receive and deliver messages
- Present a positive and professional image of NAU at all times, including upholding laws, policies, and procedures of the State of Arizona, Northern Arizona University, and Campus Living
- Provide excellent customer service to residents/guests at all times
- Complete desk tasks and update the communication log
- Inventory and maintain building resources and equipment
- Log and maintain lost and found items and follow procedural guidelines

Check-In/Out Preparation and Staffing

- Prepare materials, including maps, rosters, information sheets, and bulletin boards
- Audit and organize keys, name tags, and lanyards for arriving guests
- Staff check-ins and check-outs for summer session students, summer bridge program groups, workshop participants, and summer camps and conference groups
- Provide welcoming and excellent customer service, enter data and review rosters in StarRez and Google Drive, manage traffic flow, communicate with group leaders and guests, provide directional information and resolve concerns that arise
- Track group rosters
- Audit and return keys to the key box upon check-out

Housekeeping and Building Preparation

- Prepare buildings for room turnover at the beginning of each summer session, after check-outs, and in between group arrival/departures
- Lower/raise designated lofted beds
- Turn over rooms in between each check-in/out:
 - Clean/dust room furniture and shelves; clean room sinks, mirrors, and windows; empty wastebaskets; sweep/vacuum
 - Clean showers, sinks, toilets, floors, and mirrors in suite/apartment bathrooms
 - Clean appliances, counters, storage areas and floors in apartment kitchens, laundry and living rooms
 - Remove and bundle dirty linen
 - Inventory and inspect each room before a group arrives and after the group departs
 - Assess/report damages and additional maintenance/custodial needs after each group checks out
 - Properly label lost and found items and leave items at front desk
- Identify custodial and maintenance concerns for public areas and submit work orders
- Set up meeting spaces, including arranging tables and chairs and re-setting furniture after meetings
- Conduct detailed walkthroughs of buildings in workgroups to assess and report building-wide facility needs prior to fall opening

On-Call Responsibilities

- Respond to emergencies and resident needs after-hours, including evenings, weekends and holidays.
- Complete building rounds, walk inside and outside of occupied buildings and report any facilities concerns or policy violations
- Address resident/guest behavior concerns and respond to emergencies
- Document incidents and notify supervisors
- Assist with assigned building tasks
- Submit facility and maintenance needs

- Record important information in on-call log
- Adhere to on-call policies and guidelines
- Work with campus partners to provide support to students and guests, including: NAUPD, The Office of the Dean of Students, Campus Living, High Country Conference Center Staff, and others as needed
- Maintain confidentiality when addressing policy violations, only reporting information to professional staff members

Programming

- Plan, advertise and facilitate programs/activities for summer residents in designated teams

Staff Training, Attendance and Weekly Scheduling

- Complete online and in-person SHA training in May
- Attend in-service training and professional development sessions as directed
- Attend weekly full-staff meeting
- Regularly consult online Shiftboard employee schedule for all assigned shift times, locations and shift changes; attend all scheduled shifts
- Check all designated communication methods as directed

Qualifications

- 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 accommodation (physical labor includes cleaning tasks listed above, moving items and furniture of various weights up to 50 lbs.)

Conditions of Employment

- Must be registered for NAU classes (either Summer 2024 or Fall 2024; graduating students are not eligible to apply unless registered for an NAU summer class approved in advance)
- A minimum 2.0 cumulative GPA is required for student employment
- One 3-credit hour class maximum per 5-week summer session is allowed only with prior approval; must possess a minimum 2.5 cum GPA after spring semester for a class to be taken
- Must be in good conduct standing, as outlined in the Student Code of Conduct, prior and during employment.
- The SHA position is a live-in role with an average of 30-36 active hours/week over the course of the summer, including regular evening, weekend and holiday hours. Total hours per week will vary with occupancy levels.
- *Outside employment is not permitted.*
- A criminal background investigation and fingerprint check are required and performed prior to employment. Employment is contingent upon clearance by the NAU Human Resources office.

Employment dates

May 1, 2024- August 28, 2024 (tentative dates based on conference schedule)

Remuneration

- The SHA role is paid hourly.
- Housing is provided in a traditional, suite, or apartment-style building. Note: SHAs may need to move to a different building during the summer for staff coverage or to accommodate facilities projects.