



## **St. Olaf College Student Employee Job Description**

**Job Title:** Residence Life Community Building Manager III

**Classification:** Student Employee (non-exempt)

**Name and Address of Employer:** St. Olaf College, 1520 St. Olaf Ave, Northfield, MN 55057

**If the position requires the student to work off campus, provide the name and address here:**

**Department Name:** Residence Life

**Unit Number (5 digits):** 15141

**Length of Position:** See Employment Authorization

**Contact Person/Supervisor:** Assistant Director of Housing Operations/Designee

**Pay Rate (Check One)  Standard Hourly Rate  Supervisory/Special Skills Hourly Rate**

### **Description of the Position: (Purpose of the Position):**

Community Building Managers (CBMs) are integral to the Housing Operations arm of the Office of Residence Life, conducting day-to-day supervisory and management activities relating to residence hall front desk and storage operations, including work orders, sustainability, and key management. *When working the front desk or storage, CBMs shall adhere to the same responsibilities and procedures outlined in the CBA manual.* Responsibilities include:

### **Transferable Skills:**

Customer Service Skills, time management, crisis management, critical thinking skills, supervisory skills, teamwork.

### **Duties and Responsibilities:**

#### **a. Supervision of Community Building Assistants**

- o Recruitment and selection of Community Building Assistants (CBAs) in April 2024
- o Facilitation of CBA Fall Training and provision of quarterly ongoing training as requested the AD for Housing Operations to facilitate team-building, address group performance concerns.
- o Organizing quarterly 1:1 meetings with CBAs for mentorship, coaching, and evaluation.
- o Scheduling of front desk and storage shifts for the regular academic year, residence hall opening, and break periods as requested.

- o If shifts remain unfilled, CBMs shall work with their CBA staff to fill these hours or fill these hours themselves.
- o Conducting unannounced visits of active front desks.
- o Serving as a line of communication between CBAs and the AD for Housing Operations.
- o Addressing and documenting concerns related to individual CBA performance and providing coaching to correct behaviors of concern in consultation with the AD for Housing Operations.
- o Verifying and approving CBA time cards.
- o Timely maintenance of CBA rosters and staff aliases.

**b. Management of Storage Areas**

- o Maintaining storage logs for assigned buildings.
- o Checking the condition of assigned storage rooms on a weekly basis to ensure safety, security, cleanliness, and organization of these spaces.
- o Flagging improperly documented, out-of-date, or unauthorized belongings in storage for removal through the abandoned property process.
- o Tracking and maintaining loft kit requests.
- o Maintaining orderly storage of loft kits and safety rails, ensuring damaged equipment is removed for repair or disposal.
- o Restocking equipment and paper forms for storage as necessary.

**c. Management of Front Desks and Common Areas**

- o Performing weekly walkthroughs of assigned buildings to remove out-of-date or unapproved publicity and signage.
- o Maintaining cleanliness of assigned front desks and front desk closets, ensuring desks are stocked with all necessary equipment and paper forms.
- o Performing weekly inventory of front desk equipment, maintaining front desk check-out logs, and documenting/reporting lost or unreturned items appropriately.
- o Managing residence hall lost-and-found on a weekly basis, processing items through the abandoned property protocol for timely disposal.
- o Visiting the Residence Life Office daily to collect publicity and signage for distribution and posting in assigned residence halls.
- o Distribution and management of front desk keys.
- o Collection and maintenance of Room Inventory Forms.
- o Coordinating the reservation of residence hall lounges.

**d. Additional Responsibilities**

- o Bi-weekly 60-90 minute CBM staff meetings led by the AD for Housing Operations. These meetings are held on Mondays at 4 pm. You must make this time available in your schedule.
- o Bi-Weekly 30-minute individual meetings with the AD for Housing Operations.
- o Monthly 60-minute CBA In-Services are held on the third Thursday of each month at 6:30 pm.
- o Assist the Area Coordinators in end-of-term building operations activities, including but not limited to: check-out inspections, collection and distribution of resident keys, and other duties as assigned.

- o Respond and assist with emergency situations within the scope of CBM training, including but not limited to: fire alarms in residence halls, facilities emergencies, incidents of potential policy violations, medical concerns, recognition and reporting of a well-being concern.
- e. CBM On-Call**
- o A CBM is available in an on-call capacity from 3-11pm every day of the week to cover CBA absences at front desks and storage. On-Call rate paid at a 4:1 Ratio. CBMs can expect to work four weekday on-call shifts and approximately one full weekend on-call shift every month. If a CBM must pick up a shift during on-call, it is paid at the regular \$12.25/hr rate.
  - o The CBM On-Call is also responsible for distributing posters to all of the residence halls. The CBM On-Call will pick up any posters daily when they pick up the duty phone from the Student Life Office.

**Qualifications: (Education/Experience/Skills)**

- Ability to work independently and create individualized schedules that allow for assigned tasks to be completed in a timely and efficient manner. This requires strong time management and prioritization to allow ample time for academic, employment, and social commitments.
- Excellent interpersonal communication skills to allow for effective and timely correspondence regarding job-related inquiries and requests from the AD for Housing Operations. Must apply this same timeliness to student questions regarding front desk services and CBA employment opportunities.
- Proficiency in Google Suite, especially Sheets and Forms, or strong motivation to grow in these areas.
- Related work/office experience may include public contact, phone skills, and organizational skills.
- Flexible with co-curricular time commitments in order to prioritize CBM work and meetings.
- Can be trusted to handle confidential material.
- Demonstrated commitment to equity, inclusion, and antiracism.

**This job description is for general information purposes. It is not intended to list all duties and responsibilities of the position. This job description is subject to change at any time by St. Olaf College, with or without prior notice.**

## Physical and Environmental Factors

(Indicate frequency required in a typical shift for this position.)

Physical Activity	Not Applicable	Rarely	Occasionally	Frequently	Continually
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing stationary	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/traversing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crouching (bending at knees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling/crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping (bending at waist)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/pivoting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing/balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping/handling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying (< 20 lbs.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying (<50 lbs.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive motions (constant for 15+ mins; typing, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensory Activity	Not Applicable	Rarely	Occasionally	Frequently	Continually
Talking in person/on phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hearing in person/on phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vision for close work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vision for distance or depth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Distinguishing color	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling by touch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loud noise (need raised voice to be heard)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Exposures	Not Applicable	Rarely	Occasionally	Frequently	Continually
Respiratory (dust/gas/fumes/steam/odors/poor ventilation)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemicals (includes solvents and oils)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibrations (exposure to oscillating movements of extremities or whole body)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wet or humid conditions (indoor)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (below 32 degrees)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (above 100 degrees)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proximity hazards (moving mechanical parts, moving vehicles, electrical current, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heights or cramped quarters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Protective equipment required (mask, gloves, eyewear, ear plugs, steel toe shoes, respirator)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Travel: 0% of time

Operate Hand Tools:  Yes  No

Operate Equipment/Machinery:  Yes  No

Required Dress Attire:  Business Casual  Business Formal  Uniform  Other: Relaxed / Informal Attire

Comments: