

St. Olaf College Student Employee Job Description

Job Title: Housing Operations Assistant (HOA)

Department Name: Office of Residence Life

Length of Position: Mid-April, Summer 1, Summer 2, Intersession, and up until the day before the first day of class.

Mandatory Training: The specific dates will be provided upon receiving the job offer.

- Mental Health First Aid Training (held late April on a weekend)
- Summer Training (Held in May before the Summer Session begins)

Supervisor: Associate Dean of Students for Residence Life & Student Conduct/Designee

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

Description/Purpose of the Position: This position provides business and administrative support for the Residence Life Team. The position acts as a representative for Residence Life. The individual will be responsible for organizing receipts, bills, and financial information. Housing Operations Assistants must be adaptable, efficient, and effective in their communication as well as work with limited supervision or within a project-based team performance environment.

Summer Hours/week:

- If academic class is taken
 - Minimum 12 - Maximum 20
- If no academic class is taken
 - Minimum 12 - Maximum 40
- If the summer positions require student leaders to perform their role in the spring or fall semester, the hours above are negotiated.

I. Compensation/Benefits

- A. Housing
 - Double-occupancy room with a roommate of the staff member's choosing.
 - If a roommate is not chosen, this bed will be added to the vacancy list.
 - Total housing cost for the Summer 1, Summer 2, and Intersession is waived.
 - Wage
- Any administrative hours worked outside of the on-call rotation will be paid at an hourly rate

Disclaimer: Work award is not capped during the summer term. If employment ends before the agreed-upon date, payment for housing will be retroactively removed at a weekly prorated amount.

II. Responsibilities for this Position:

- A. Receive, sort, and distribute physical mail and documents
- B. Receive phone calls and direct them to the appropriate resources; manage call lists and make outgoing phone calls.
- C. Support data entry and assist with creating and maintaining department files, records, and storage systems (physical and electronic).
- D. Assist with housing records, damage bills, etc.
- E. Schedule meetings as requested.
- F. Attend all training, in-services, and development meetings requested by the Residence Life Office.
- G. Identify and explain key financial working mechanisms of each residence hall and community.
- H. Attend/participate in staff meetings, one-on-one meetings with the supervisor, and evaluation process.
- I. Manage office email accounts.
- J. Support opening and closing of the office
- K. Other duties assigned.

III. Duties, Meetings and Time Commitments

- A. Average hours per week:
 1. HOA can expect a weekly average of up to 12 hours.
- B. Duty Rotation
 1. HOA shall serve between 7pm-7am on weeknights, and 24 hours per day on weekends. The

duty phone must be held at all times during these periods to respond to resident issues and concerns.

2. The HOA when on-call shall:

- a) Be accessible to provide secondary support to the campus (no more than 15 minutes away from campus)
- b) Serve-in the on-campus rotation as primary support when requested.
3. Point of contact between student staff and the facilities operations teams after regular business hours
4. Support front desk operations when requested

C. Special Time Commitments

1. Full Participation in Staff Training. This mandatory training will take place over up to six cumulative hours in late May/early June.
2. Available to assist with summer housing transitions at beginning and end of summer term when applicable
3. Assist with all other housing transitions including Fall, Interim and Spring move-ins and closing when applicable.

D. Regular Common Meeting Time Requirement:

1. Every Monday, 4:00 p.m. - 5:00 p.m.
2. Meeting may be canceled when necessary
3. Other meetings may be scheduled where necessary

E. In-Service Time:

1. 3rd Thursdays of each month, 6:30 p.m. -7:30 p.m.

F. Other Meetings/Trainings/Professional Development:

1. There may be other opportunities to support the student staff in their role. Student staff members are expected to participate unless there are obligations communicated to the supervisor during the hiring process or academic schedule conflict.

IV. Skills needed:

- A. Excellent interpersonal, organizational, and communication skills
- B. Ability to work both independently with little supervision and as part of a team
- C. High levels of motivation and willingness to learn
- D. Ability to pay close attention to details
- E. Excellent time management skills

V. Qualifications/ Experience:

- A. Must be enrolled in a degree program at St. Olaf College during the academic year and maintain good standing in academics and conduct. Students on the graduation list before the Summer Sessions are not eligible to apply for this position.
- B. Must maintain a cumulative/semester GPA of 2.5 (if a student staff member's GPA (semester/cumulative) falls below 2.5, their retention will be based on individual consultation).
- C. Students should have no pending cases, active sanctions, and/or resolved cases that would prevent effective performance as student staff members.
- D. Ability to act with discretion and exercise proper professional etiquette as it pertains to confidential information.
- E. Experience in Microsoft Office and Google Suite is required.

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	N/A	Rarely	Occasionally	Frequently	Continually
Sitting				X	
Standing stationary			X		
Walking/traversing		X			
Crouching (bending at knees)	X				
Kneeling/crawling	X				
Stooping (bending at waist)	X				
Twisting/pivoting	X				
Climbing/balancing	X				
Reaching overhead	X				
Grasping/handling				X	
Pushing/pulling	X				
Lifting/carrying (< 20 lbs.)	X				
Lifting/carrying (<50 lbs.)	X				
Repetitive motions (constant for 15+ mins; <u>typing, etc.</u>)				X	
Driving	X				
Sensory Activity	N/A	Rarely	Occasionally	Frequently	Continually
Talking in person/on phone			X		
Hearing in person/on phone			X		
Vision for close work				X	
Vision for distance or depth			X		
Distinguishing color				X	
Feeling by touch			X		
Loud noise (need raised voice to be heard)		X			
Environmental Exposures	N/A	Rarely	Occasionally	Frequently	Continually

Respiratory (dust/gas/fumes/steam/odors/ poor ventilation)	X				
Chemicals (includes solvents and oils)	X				
Vibrations (exposure to oscillating movements of extremities or whole body)	X				
Wet or humid conditions (indoor)	X				
Extreme cold (below 32 degrees)	X				
Extreme heat (above 100 degrees)	X				
Proximity hazards (moving mechanical parts, moving vehicles, electrical current, etc.)	X				
Heights or cramped quarters	X				
Protective equipment required (mask, gloves, eyewear, ear plugs, steel toe shoes, respirator)	X				

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: