



St. Olaf College Student Employee Job Description

Job Title: Residential Facility Manager

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: The Residential Facility Manager (RFM) is a student staff position in the office of Residence Life. This position's primary goal is to support Residence Life and the functional area, Housing Operations. The RFM provides support in the following areas: facilities, residence halls, environmental health and safety, sustainability, summer operations, and administrative tasks. The RFM will report to the Associate Dean of Students for Residence Life & Student Conduct/designee. In addition, during the summer, the position will work collaboratively with the Summer Community Assistants (SCAs).

Summer Hours/week:

- If an 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.
- b. 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. Position Responsibilities:

- a. Supervision/Management
 - i. Supervise colleagues working as RFAs
 - ii. Approve time cards for RFAs
 - iii. Work collaboratively with RFAs to correct behaviors of concern and provide appropriate disciplinary measures as necessary, within the scope of the position
 - iv. Serve as a liaison between professional supervisors and RFAs
 - v. Receive, sort, and distribute supplies and inventory audit
 - vi. Receive phone calls, mail, emails and all other communication and ensure they are properly distributed.
 - vii. Support data entry and assist with creating and maintaining department files, records, and storage systems (physical and electronic).
 - viii. Assist with housing records, damage bills, etc.
 - ix. Schedule meetings as requested.
 - x. Attend all training, in-services, and development meetings requested by the Residence Life Office.
 - xi. Identify and explain key financial working mechanisms of each residence hall and community.

- xii. Attend/participate in staff meetings, one-on-one meetings with the supervisor, and evaluation process.
- xiii. Manage office email accounts.
- xiv. Support opening and closing of the office
- xv. Other duties assigned.

b. Maintenance

- i. Move, lift and transfer items within and between residence halls to meet operational needs
 - 1. Loft kits, bedding, storage rooms (including furniture)
- ii. Build/construct items
 - 1. Bookcases, games, furniture.
- iii. Audit keys, pool tables, buildings supplies, etc.
- iv. Manage the work order reporting process ensuring maintenance is reported and completed in a timely manner
- v. Aid in monitoring the storage and use of all inventory in basements, rooms, and common areas in all residence halls.
- vi. Control access to residence hall storage
- vii. Appropriate documentation of items placed in or claimed from storage
- viii. Ensure storage guidelines are followed
- ix. Assist in storage room maintenance as assigned

c. Summer Housing Operations

- i. Create, maintain and edit forms for the summer housing
- ii. Monitor and audit marketing for summer operations.
- iii. Process housing operations request forms
- iv. Schedule meetings with conference clients to review the lease agreements
- v. Support the management of the summer housing bed spaces inventory and common area spaces

d. Fire Health & Safety

- i. Conduct building walk-throughs
- ii. Conduct room inspections and inventories
- iii. Assist HOC on fire drills and drug sweeps
- iv. Escort vendors within the residence halls
- v. Support the evaluation of residential safety initiatives
- vi. Identification, documentation, and reporting of maintenance/facilities/health and safety concerns or emergencies

e. Publications and Communication

- i. Maintain supply of needed forms for facilities area: sustainability and recycling materials and signage, cleaning checklists, fire safety checklists, check in-out forms, check in packet material, and fire safety brochures
- ii. Aid in creating and updating files on health and safety
- iii. Create signs for halls as needed to update on facility related issues
- iv. Maintain marketing materials for facilities team
- v. Communicate with students and staff regarding facility and emergency situations in various media forms (email, signage, documents, letters, etc)
- vi. Prepare opening/closing material packets for staff and signage for students

f. Residential Support

- i. Community Development and Peer Advising
 - 1. RFMs shall support programming initiatives as requested by their professional supervisor
 - 2. RFMs shall develop positive positive relationships with the residents in through formal and informal engagement efforts
 - 3. RFMs shall role model appropriate behavior within the residence hall to students and colleagues, abiding by and upholding College policies on a campus-wide basis.
 - 4. RFMs shall provide assistance to residents in need within the scope of their training, including referral to various campus resources and triaging student concerns to the appropriate professional staff.
- ii. Conduct Facilitation
 - 1. RFMs shall address breaches of College policy (as outlined in the student code of conduct) through the appropriate confrontation of the responsible parties and documentation of these incidents.

g. Administrative Responsibilities

- i. RFMs shall support their professional supervisor through administrative tasks as assigned, including but not limited to:
 - 1. Weekly RFA staff meetings
 - 2. Bi-weekly individual meetings with professional supervisor
 - 3. Documentation of on-duty activities
 - 4. Weekly reports
 - 5. Program Evaluations
 - 6. Adherence to any blackout dates provided by professional staff to ensure adequate staffing during high-need periods

III. Duties Meetings and Time Commitments

- a. Average hours per week:
 - i. RFMs can expect a weekly average of up to 12 hours.
- b. Duty Rotation
 - i. RFM 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.
 - ii. The RFM when on-call shall:
 - 1. Be accessible to provide secondary support to the campus (no more than 15 minutes away from campus)
 - 2. Serve-in the on-campus rotation as primary support when requested.
 - iii. Point of contact between student staff and the facilities operations teams after regular business hours
 - iv. Support front desk operations when requested
- c. Special Time Commitments
 - i. Full Participation in Staff Training. This mandatory training will take place over up to six cumulative hours in late May/early June.
 - ii. Available to assist with summer housing transitions at beginning and end of summer term when applicable
 - iii. Assist with all other housing transitions including Fall, Interim and Spring move-ins and closing when applicable.
- d. Regular Common Meeting Time Requirement:
 - i. Every Monday, 4:00 p.m. - 5:00 p.m.
 - 1. Meeting may be canceled when necessary
 - ii. Other meetings may be scheduled where necessary
- e. In-Service Time:
 - i. 3rd Thursdays of each month, 6:30 p.m. -7:30 p.m.
- f. Other Meetings/Trainings/Professional Development:
 - i. 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. Requirements of this position:

- a. Students on the graduation list before the Summer Sessions are not eligible to apply for this position.
- b. Minimum cumulative/semester GPA of 2.5
- c. Good academic standing.
- d. No open sanctions.
- e. Assignment of academic probation or disciplinary sanctioning at any point during employment may result in immediate dismissal from this position.
- f. Successful completion of criminal background check after hire.

V. Qualities essential to this position:

- a. Excellent time management and prioritization skills
- b. Flexibility and ability to adapt to quickly evolving situations
- c. Demonstrated emotional maturity to cope with day-to-day challenges of employment
- d. Sensitivity and concern for others as individuals that goes beyond outlined responsibilities

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 X No **Operate Equipment/Machinery:** ☐ Yes X No

Required Dress Attire: ☐ Business Casual ☐ Business Formal ☐ Uniform X Other:Relaxed /

Informal Attire **Comments:**