



Residence Life Housing Operations Internship

Position Title: Housing Operations Intern

Classification: Volunteer

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

Department: Residence Life

Position Duration: Summer Term (June 1 - August 1).

Time Commitment: Part-time for an average of 20 hours per week. Hours Monday - Friday, 8 am - 5 pm. Limited evening and weekend availability.

***Supervisor:** Christopher Medley, Associate Dean of Students for Residence Life

Contact Email: Medley1@stolaf.edu, housing@stolaf.edu

*All internships at St. Olaf College are overseen by highly qualified staff members who hold a master's degree or higher. The day-to-day management of the internships may be led by individuals who possess a bachelor's degree or higher.

Position Description:

The Housing Operations Intern supports summer guests and internal college groups in relation to housing. Interns will coordinate cleaning with the Facilities Services, coordinate meals with Bon Appétit (the on-campus food service), and guest card activation. The position supports the policy and procedures of the college, coordinates building management, safety, and security.

While this is an unpaid position, successful applicants will be provided with housing benefits for the duration of their internship.

Roles and Responsibilities:

- Serves as a point of contact 24/7.
 - 7:00 a.m. – 7:00 p.m. active on-call
 - 7:00 p.m. – 7:00 a.m. passive on-call
- Operate the front desk of assigned residence halls, including acting as the initial point of contact, verifying the identities of visitors, answering phone calls, and more.
- Ensure high standards of building operations by checking all rooms before conference guests arrive and preparing billing before guests depart.
- Support professional supervisor in building management tasks such as:
 - Distribution of room keys
 - Preparation of the residence halls for summer housing
 - Assisting residents during housing transition periods, including summer check-in and check-out
 - Health and safety inspections
 - Identification, documentation, and reporting of maintenance/facilities/health and safety concerns or emergencies
- Complete administrative tasks as assigned, including attending meetings, documenting tasks, and program evaluations.

Education:

- Bachelor's Degree in a relevant area of study required.
- Enrollment in an accredited graduate program is preferred

Desired Skills:

- Experience with event planning or hospitality.
- Ability to analyze, organize, and prioritize work to meet deadlines
- Commitment to support and embrace diverse backgrounds, values, and points of view to build a strong and inclusive community, including faculty, staff, students, and constituents
- Ability to act with discretion and exercise proper professional etiquette as it pertains to confidential information. Comply with FERPA and HIPAA regulations and guidelines

Prerequisites:

This position is conditioned upon successful completion of a background check, which may include: criminal background checks, reference checks, verification of work history, verification of any required academic credentials, licenses, and/or certifications, a motor vehicle check, verification of DOT certification and a credit check. Whether a background check is deemed completed will be at the sole discretion of St. Olaf College. Please note, St. Olaf College reserves the right to conduct periodic background checks at its sole discretion.

Disclaimer:

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