**Housing Services Summer Operations – Job Description**

Housing Services Summer Operations staff are responsible for assisting with all functions of the Housing Services department, including residential occupancy and conference operations. Housing Services is a 24-hour, 7-days a week operation; Summer Operations staff provide both support to students and conference guests around the clock in six-hour shifts. Staff gain experience in all aspects of our operation from contracting, assignments, and billing to facilities set-up, room preparation, and emergency response. All staff members must work between 20 and 40 hours each week.

**Responsibilities**

* Customer Service
	+ Respond to phone, email, and walk-in inquiries received by the Housing Services Desk – including conference guests, current and prospective students, parents, campus partners, and others
	+ Provide excellent customer service in responding to concerns and questions
		- Develop strong knowledge of the residential occupancy and conference processes and communications, and commonly asked questions
		- Develop deep understanding of other campus partners – including Dining Services, Maintenance, Housekeeping, and HokiePassport– to make appropriate referrals as needed
		- Serve as point of contact for students seeking after hours assistance for Facilities and Housing Services operations
		- Serve as central dispatch for emergency maintenance and housekeeping after hours; make call outs as appropriate; track incidents to completion
	+ Elevate concerns to Assistant Directors for Housing Services and/or Facilities leadership as appropriate
* Desk Management
	+ Sign-in, organize, and sign-out all guest mail
	+ Perform accurate check-in and check-out of conference and camp guests
	+ Tag and return all lost and found items from conference guests
	+ Develop competency with StarRez; HokieServ; CSGold; Maxient; and other software utilized by the department
	+ Complete general office tasks in a timely manner, such as making deliveries to campus departments, checking departmental voicemail, or making calls to follow-up on concerns
* On-Call Response:
	+ Serve in a nightly on-call duty rotation throughout the summer, staying on campus in a provided room during the on-call period
* Conference Preparations
	+ Ensure rooms are set for guests’ arrival and assist with inspections upon departure
	+ Count, distribute, and collect linen for conferences that request them
	+ Distribute amenities to rooms prior to guest check-in
* Commencement Housing Operations **(May 9 – May 12)**
	+ Assist with all aspects of Commencement Housing
		- *Students who are graduating in Spring 2024 may be excused from Commencement Housing responsibilities with permission from Assistant Director for Conference Services and Operations*
	+ Complete room preparation prior to guest arrival
	+ Assist with check-in and check-out of Commencement Housing guests
	+ Assist with closing down of Commencement Housing desk
* Hokie Helpers **(August 16 – August 25)**
	+ Help set-up move-in tents and carts
	+ Staff tents as assigned
	+ Assist with cart collection and lock-up each night
	+ Provide other operational support to ensure a smooth and welcoming move-in experience for residents arriving to campus for Fall 2024

Housing Services Summer Operations staff may assist with other duties as assigned by supervisors.

**Requirements**

* Must live in Virginia Tech provided housing (Air-Conditioned, Residence Hall Apartments)
* Required Time Commitments:
	+ Staff Training:
		- **April 18, 2024 (Evening Training)**
		- **May 13 – May 17, 2024**
	+ Summer Operations:
		- **May 19 – August 25, 2024**
		- Work 20 – 40 hours weekly during the summer operations period
	+ Staff Meetings: Weekly on Wednesday at 10:00am
* Required Skills:
	+ Maintain a warm and friendly demeanor at all times
	+ Be detailed and task-oriented
	+ Ability to learn and use new software programs quickly
	+ Follow all cash handling policies and procedures
	+ Excellent communication and interpersonal skills
	+ Ability to work independently as well as in a team
	+ Proficiency in Microsoft Office software

**Benefits**

* On-campus housing
* 10 meals per week dining allowance on campus