**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