AMERICAN UNIVERSITY
HOUSING & DINING PROGRAMS
[Fall 2016] Residence Maintenance Crew Agreement

General Responsibilities:

1. Provide courteous, pleasant, and efficient service to the residence halls through assisting with its upkeep and maintenance. This will include minor repairs, preventative maintenance, furniture moving, escorting, lounge set-ups, and other duties as assigned.
2. Provide support to all aspects of academic year and summer operations related to the physical residence halls. Assist with other Housing & Dining Programs tasks that occur during the academic year, including tasks related to opening and closing the residence halls.
3. Demonstrate a strong commitment to customer service. Investigate, handle, and report any problems or concerns that may arise during the spring.
4. Understand, enforce, and adhere to all relevant policies and procedures as set forth by Housing & Dining Programs and American University. Pay particular attention to policies relating to the safety and security of the residence halls. Develop systems for communicating university policies to residents.
5. Provide on-call duty coverage during evening and weekend hours. Duty coverage includes emergency furniture needs or lounge set ups, as well as miscellaneous requests via Housing & Dining Programs professional staff. Duty coverage includes weekends and holidays. During their scheduled shifts, duty personnel are expected to respond on-campus to a call within a 30-minute time frame.
6. Work closely with the Facilities Coordinators and Associate Director of Residential Facilities to complete a variety of administrative tasks relevant to operations of the residence halls.

Administrative Duties:

1. All work requests should be completed within 48-hours of receipt unless otherwise specified by the Facilities Coordinators.
2. Perform thorough weekly building walk throughs of assigned areas.
3. Assess, repair, and/or report facilities related issues in a timely manner to the Facilities Coordinators.
4. File appropriate maintenance requests with Facilities Management Customer Service Center (2Fix) and follow up to ensure timely resolution.
5. Report housekeeping (ARAMARK) concerns as needed to the Facilities Coordinators.
6. Follow established procedures/processes, and complete forms and reports as appropriate.
7. Oversee and maintain accurate records of all inventories.
8. Sign-out all residence keys and necessary administrative keys from the hall front desk. Return all keys and duty phone to the RMC office before shift ending.
9. Return all RMC tools to the RMC office. Pay close attention to not leave tools in resident rooms or elsewhere. Tools should only be removed from the office for work related purposes.
10. Inform residents of the rationale behind our facilities related policies.
11. Perform repairs in a confidential and professional manner when entering student rooms.
12. Communicate resident policy violations that you encounter when responding to work requests directly to the Facilities Coordinator.

Staffing Expectations:

1. Attend and be on time for staff meetings, weekly scheduling, training meetings, and other meetings.
2. Be present for all shifts, and on-call coverage as assigned.
3. Be dressed in your RMC shirt and wear closed-toe shoes at all times.
4. Check the RMC work board for the days set ups upon arrival. Also, check in with the Facilities Coordinators to be assigned work for the rest of the shift.
5. Assist hall staff with hall/campus emergencies as necessary.
6. Check your voicemail and email daily.
7. Keep the RMC office clean and organized at all times.
Staff and Community Development:
1. Encourage and maintain a community atmosphere where the rights and responsibilities of staff and customers are held in high regard.
2. Develop positive working relationships with the Housing & Dining Programs administrative staff, residence hall staff and summer guests.
3. Encourage the development of the staff team and effectively address tensions and interpersonal issues as they arise.
4. Attend one-on-one meetings, as requested by supervisors, and an evaluation at the end of the summer.

Position Requirements:

In addition to the previous:
1. Must work at least 10 hours/week, unless academic schedule needs dictate otherwise. Be available to work immediately after training on August 11, 12, 15, 16.
2. Be available for on-call responsibilities.
3. Full attendance at mandatory team meetings unless approved in advance by the Facilities Coordinators.
4. May not hold outside commitments (excluding academic classes) of more than 20 hours/week. All internships, jobs, and obligations of more than 20 hours/week must be approved in advance by the Facilities Coordinators. Residence Maintenance Crew position responsibilities take priority over any outside commitments.

Dates of Employment:
August 11, 2016 – December 22, 2016

Training Dates:
All Residence Maintenance Crew must be available for training sessions, which begin on Thursday, August 11, 2016 and continue through Tuesday, August 16, 2016 (not including Saturday or Sunday). If a staff member is unable to meet this requirement, the offer will be rescinded unless approved by the Facilities Coordinators prior to training.

Compensation:
$11.65 per hour for a minimum of 10 hours/week.

I understand and agree to abide by all of the requirements for employment as a Residence Maintenance Crew member at American University during the Fall 2016 Semester. I understand that Housing & Dining Programs reserves the right to review my American University Judicial Record as a condition of employment.

Signature _____________________________ Date __________

Print Name _____________________________ T-Shirt Size: S  M  L  XL  Other: ________________