



**AMERICAN UNIVERSITY
HOUSING & DINING PROGRAMS
Residence Maintenance Crew Position Description**

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 assigned duties.
2. Provide support to all aspects of the summer operations related to the physical residence halls. Assist with other Housing & Dining Programs tasks that occur during the summer, including tasks related to closing/opening the residence halls for academic year residents.
3. Demonstrate a strong commitment to customer service. Investigate, handle, and report any problems or concerns that may arise during the summer.
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 Coordinator, Summer Conference Staff, and Assistant Director of Operations 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 Coordinator.
2. Perform thorough weekly building walk-thrus of assigned areas.
3. Assess, repair, and/or report facilities related issues in a timely manner to the Facilities Coordinator.
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 Coordinator.
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 Nextel phone to the RMC desk before shift ending.
9. Return all RMC tools to the RMC closet. 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 daily upon arrival of shift and check in with the Facilities Coordinator.
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 35 hours/week, unless summer schedule needs dictate otherwise. Be available to work immediately following May final exams until mid-August unless approved by the Facilities Coordinator.
2. A maximum of seven vacation days are available to staff members throughout the summer. Staff must request vacation time in writing to the Facilities Coordinator by May 10th 2012. ***All requests may not be approved.***
3. Be available for on-call responsibilities.
4. Must live in residence halls during summer months. Live-in staff members are expected to be available for all scheduled assignments and projects, and are expected to be accessible in person, by telephone, or by e-mail to answer questions, respond to emergency situations, and to perform other administrative tasks and projects as needed during scheduled shifts.
5. Full attendance at mandatory summer training sessions unless approved in advance by the Facilities Coordinator.
6. May not hold outside commitments (excluding academic classes) of more than 10 hours/week. All internships, jobs, and obligations of more than 10 hours/week must be approved *in advance* by the Facilities Coordinator. Residence Maintenance Crew position responsibilities take priority over any outside commitments.

Dates of Employment:

Thursday, May 10th, 2012 (9:00am) to Tuesday, August 14th, 2012 (5:00 pm)

Training Dates:

All Residence Maintenance Crew must be available for training sessions, which begin on **Thursday, May 10th, 2012 at 9:00am** and continue through **Friday, May 11th, 2012 (if needed)**. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin.

Compensation:

- \$8.25 per hour for a minimum of 35 hours/week.
- Housing in a single room from Wednesday, May 9th, 2012 – Tuesday, August 14, 2012 (5PM) (*housing for earlier dates may be available as circumstances permit*).