

# OFFICE OF RESIDENCE LIFE

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## Housing Operations Intern

The Housing Operations Intern reports to the Associate Director of Residence Life for Housing Operations (or their designee). This internship is a 12-month live-in graduate internship, and the intern assists with the operation and administration of residence hall facilities, communication/operational systems, and computer labs.

Graduate Interns have a significant staff leadership role within the department and on campus. A successful Graduate Intern works one-on-one with students, participates in department and university functions, and assumes leadership for activities within the department. Graduate Interns participate in department meetings; assist with staff selection, training and assessment; and complete training and professional development.

Primary responsibilities include:

### Operations

- Maintain inventory of departmental supplies and assets
- Oversee reservations for the Residence Life van
- Update materials on departmental digital displays
- Assist with development and implementation of sustainability and energy conversation initiatives
- Assist with the reporting and tracking of Comcast work order requests
- Manage inventory, communications, daily operations, marketing, and security of computer labs
- Assist with the daily operations of sign-in, camera, and alarm systems for all residential communities
- Report and track work order progress
- Coordinate all opening, closing, and break ID access for students, staff, and others as directed

### Supervision of Student Staff

- Assist in the supervision of student graphic designers, computer programmers and computer lab support staff
- Develop and deliver training, performance evaluations, and process employment action as appropriate

### Program Development & Supervision

- Assist with overall management and supervision of the Farnham Program Space and Schwartz Hall Programming Space including supervision of Program Assistant staff members, marketing and supervision of events, management of inventory, reserving the space and security of the facility.
- Develop and deliver training, performance evaluations, and process employment action as necessary for student employee staff assigned to the Farnham Programming Space and Schwartz Hall Programming Space

### Provide Academic and Personal Support for Students

- Provide appropriate referrals, support, encouragement, and access to necessary university resources
- Serve as a positive academic and personal role model for students and staff
- Serve as an advocate for the needs of diverse students and encourage students' social justice behaviors

### Housing/Summer Conferencing

- Assist with basic housing assignment and cancellation processes
- Assist with updated and maintaining accurate low occupancy housing information and billing
- Assist with updating and maintaining housing process materials, training documentation, and communication materials
- Assist with the coordination and development of the summer conference program

### Department Assessment Initiatives

- Work with interns and full-time staff to develop, implement, and interpret student satisfaction and learning assessment
- Assume leadership for a specific assessment project and prepare a report for presentation

**Administrative Responsibilities**

- Participate in the Residence Life on-call duty rotation with full-time and graduate intern staff during the academic year and breaks
- Assist in the management of hall opening and closing at the beginning and end of each semester and breaks

**Other Duties as Assigned**

- At times, a supervisor, department administrator, and/or university staff member may request assignments outside the purview of this position description
- The housing operations graduate intern is required to work selected weekend days during the academic semester

**Minimum Qualifications**

- Previous residence hall experience as a resident
- Previous experience as a Resident Advisor/Assistant is preferred
- Ability to live in an on-campus apartment for the duration of the internship period

**Compensation**

- Tuition and fee waiver for up to 18 credits as a part-time graduate student (Fall, Winter, Spring, Summer). (Graduate Interns who choose to be full-time students shall be required to pay full-time tuition and a portion of the university general fee to cover accident and health insurance. All other university fees will be waived)
- Annual stipend of \$20,000.00
- Housing is provided at no charge

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