



OFFICE OF RESIDENCE LIFE

Housing and Facility Operations Intern

The Housing and Facility Operations Intern is a 10 month internship that reports to the Director of Residence Life (or his/her designee). This intern is responsible for assisting in operation and administration of residence hall facilities and the housing assignment process.

Graduate Interns have a significant staff leadership role within the Office of Residence Life and on campus. A successful Graduate Intern must have an interest in working one-on-one with students, participating in department and University functions, and be willing to assume leadership for activities within the department. Graduate Interns participate in department meetings, training, and professional development. Graduate Interns also assist with and participate in department initiatives, staff selection & training, and assessment. Primary responsibilities include:

Housing Assignment Management

- Assist with the development and delivery of the room assignment program for new and returning residential students.
- Assist with the design and management of databases for housing assignments.
- Assist with the development and maintenance of web based forms and applications for housing assignments.
- Assist with the monitoring, tracking, and archiving of detailed housing statistical information as well as interpreting data.

Supervision of Residence Life Office Administrative Assistants

- Develop and deliver training, performance evaluations, and process employment action as appropriate.
- Coordinate the scheduling and daily work load of Administrative Assistants and assist with providing daily supervision.

Facility and Safety Operations

- Maintain and provide administrative support for the housing maintenance request system ensuring effective communication and accountability.
- Assist with the submission of facility work order requests, review, archive and analysis of monthly work order data including the development of forms and spreadsheets for accurate tracking of facilities expenditures.
- Assist with the development and implementation of the residence hall sustainability and emergency conversation initiatives.

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 including reasoned decision making and displaying a positive attitude about academic and personal matters.
- Serve as an advocate for the retention of students. This includes maintaining positive relations with academic faculty and personnel, being aware of appropriate academic policies & resources, encouraging students' positive academic behaviors, and providing appropriate referrals.
- Serve as an advocate for the needs of diverse students. This includes maintaining positive relations with staff and faculty who have responsibility for the needs of diverse groups of students, be aware of resources for diverse groups of students and refer appropriately, and encourage students' social justice behaviors.

Department Assessment Initiatives

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

Other Duties as Assigned

- At times, a supervisor, department administrator, and/or University staff may request assignments outside the purview of this position description.