

Resident Services Student Leader Job Description

Housing & Residential Education (HRE) has four Resident Service Desk located in The Peterson Heritage Center (PHC), The Marriott Honors Community (MHC), Lassonde Studios (LSND), & Kahlert Village (KV). We proudly serve over 4,000 residents throughout the year. Our Desk and Mailroom Assistants serve on our front-line — ensuring that those within our residence are met with positivity, gain a sense of belonging, attain the support they need, or even the resources & direction necessary to ensure that they find all that they inquire about.

As a Desk & Mailroom Assistant, a typical day might include:

- Assisting residents, visitors, and University partners with various inquiries about the HRE department, navigating the campus, applying for housing, and more
- Checking out equipment and resources to residents
- Processing move-in and move-out paperwork
- Assisting with key maintenance and safety
- Assisting resident and parents under the regulation of FERPA
- Processing mail, parcel, and 'lost and found' processes
- Assisting in the facilitation of HRE and Resident Services' co-curriculum model; including programing
- Leading residential tours for aspiring students and partners
- Assist in HRE Emergency Protocol during emergency and crisis incidents

Compensation

- \$12.00/hour with potential of a .25 cent raise each year.

Work Schedule & Expectations

- HRE understands and advocates for our student leaders to maintain a priority that school comes first and, as such, we happily work around your class schedule and do our best to also accommodate other academic commitments such as volunteering, research and lab requirements, and even other part-time roles at a reduced weekly hour allowance
- We require a minimum of 8 working hours per week, with a maximum of 20 during the academic year and up to 40 hours maximum during our 'move in and move out' periods, as well as all holiday recess breaks throughout the school year (Winter, Summer, Fall, Thanksgiving, Spring break)
- We require that our student leaders work at least one break period per academic year
- Student leaders are to represent the department and University by maintaining high levels of professionalism, customer service, and dress code
- The appointment and contract dates for this role requires that successful candidates work through the final move-out day of each semester. **For Fall 2022 - December 17, 2022 & Spring 2023 - May 6, 2023**
- There are 1-2 required monthly student leader trainings and meetings that are required for each student to attend, as well as our *Fall Student Leader Training* that will take place from **August 1 - 5, 2022**. Fall semester preparations will take place from **August 8 - 12, 2022** and Fall Move-in will begin on **August 16th, 2022**

This Job Might Be For You If:

- You enjoy assisting others and sharing your own experiences here at The U
- You are team-oriented and value interactions among individuals with varying traditions, cultures, orientation, religious beliefs, economic backgrounds, and racial & ethnic origins
- You are punctual, well-organized, efficient, and pay attention to details
- You enjoy leadership and problem solving
- You enjoy learning and do not mind asking for help
- You communicate clearly and are comfortable talking to people in person, over the phone, and via email.
- You maintain an understanding of FERPA and confidentiality to student information
- You love The U
- You are and will be an enrolled University of Utah student and will remain in good academic standing.

Background Check :

A successful background check is required before a formal offer of employment can be made for this position.

As a member of the HRE team, it is expected that you uphold all of the values of the department. In addition, you should follow all HRE policies and procedures. Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, orientation, religious beliefs, economic backgrounds, and racial/ethnic origins. We strongly encourage applications from candidates who will share and explore this value with the team and with the residents.