

Residence Hall Summer Assistants (SA)

Position Overview

The Summer Assistant (SA) works for the Department of Housing and Residence Life as a part of the Summer Conference and Housing Operations Staff. The SA is a front line customer service representative of ETSU, assigned to an on-campus living area hosting summer conference guests or summer residents. SAs work under the direction of a supervising Summer Director. The SA assists with group check-ins and check-outs, works customer service shifts at the summer desks, participates in the on-call SA rotation, and helps ensure that the facilities are in good order.

The SA position is an average of 20 hours/week for the duration of the summer. It is understood that a staff position in the residence halls cannot be easily translated into hours worked per day or week, however, because of the unique nature of the responsibilities of the position. This position requires a genuine personal commitment, flexibility, and a good understanding of the unpredictable nature of the actual time involved.

Duties and Responsibilities

The SA is responsible for a variety of administrative and public relations functions including, but not limited to, the following:

- Working with other SA staff to provide adequate duty coverage for evenings and weekends, as well as check-ins/check-outs
- Attending weekly staff meetings
- Responding to emergencies and crisis situations
- Preparing buildings for incoming residents/camps/conferences (preparing bulletin boards, packing and distributing linen, etc.)
- Conducting pre/post resident and camp/conference building and room inspections
- Distributing and collecting keys and ID cards/encoding resident keys as necessary
- Performing community walks throughout the buildings
- Helping maintain accurate camp/conference and resident rosters
- Tracks payments as needed for summer payments of guests
- Enforcing policies and procedures of the University, Housing, and camps/conferences
- Prepare/Maintain accurate Duty Logs and File/Incident Reports
- Reporting maintenance and custodial needs
- Reporting to and communicating with appropriate staff (Summer Directors and DHRL professional staff) regarding daily status, needs, etc. of guests and summer residents
- Assist with building preparation for fall opening
- Conducting tours, performing lockouts, etc.
- Attending staff training in May 2022: May 11-May 18, 2022
- Other duties as assigned

In accordance with Tennessee state law, all residence hall and apartment staff must successfully pass a national and local criminal background check and have fingerprints on file with ETSU Public Safety before starting work.

Employment Conditions

SAs are assigned to various spaces within the campus residence halls. Staff members accepting SA positions recognize that they will rotate to various locations during the summer term as staffing needs change. Individuals in the SA role are expected to reside in their assigned spaces and be visible in their facilities.

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SAs employed for the full summer term (May 11-August 14, 2022) are allowed to be away from their hall/apartment complex five weekends (defined as 4:30pm Friday to 4:30pm Sunday) or 10 days within the summer. Time away must be prearranged and coordinated with other staff to ensure adequate coverage. Additional weekends for University-related functions may be approved with prior notice, as may earlier departure and later return times. All time away must be approved in advance by the immediate supervisor and/or the Area Coordinator/Apartments Manager.

Individuals working as SAs are permitted to enroll in courses during summer school sessions, but are not required. Outside commitments should be discussed with the supervising Area Coordinator/Apartments Manager and the Associate Director for Residence Life.

Compensation

- SAs assigned to the residence halls will initially be assigned to live in Centennial Hall, with a roommate. They receive a rent scholarship in the amount of their summer housing cost, which will be applied to their student account.
- SAs employed for the full summer term (May 11-August 14, 2022) receive a stipend of \$1500.00. This amount is prorated depending on length of employment. This payment is provided as a rent scholarship applied to the student's account.

In the event of resignation or termination of contract, the SA will be required to vacate the assigned living facility immediately.

Qualifications

- Have an ability to interact with a diverse population of people.
- Demonstrate the ability to be flexible, work as a team, organize tasks, prioritize duties, and effectively complete the various components of the position, including the following physical requirements:
 - Visually assess the community, surroundings, and situations that occur spontaneously and respond appropriately;
 - Verbally communicate with staff, residents, and supervisors in casual and crisis interactions;
 - Use and operate keys/access cards, elevators, duty phones, and computer systems;
 - Access and respond to situations where they occur (i.e. inside student rooms, bathrooms, hallways, stairwells, elevators, and building lobbies).
- While individuals holding the SA position do not need to be enrolled for summer classes, they must be enrolled as a student in the Fall of 2022. Individuals holding the SA position are not required to return to work for ETSU Housing and Residence Life for 2022-2023.
- Individuals applying for the SA position must have lived in an ETSU on-campus residence hall or apartment for at least one full semester.
- In accordance with Tennessee state law, all residence hall and apartment staff must successfully pass a national and local criminal background check and have fingerprints on file with ETSU Public Safety prior to starting work.
- SAs must be in good standing with the University and the Department of Housing and Residence Life, and have a minimum overall combined 2.5 GPA at the time of employment.