

**Alverno College**  
**Exempt Job Description**

**Position Title: Housing Operations Assistant**  
**Department: Residence Life**  
**Reports To: Director of Residence Life**

**Date: May 2022**  
**Status: Part Time, 12 month**

Founded in 1887, Alverno College is a four-year, Catholic liberal arts college for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. As Wisconsin's first designated Hispanic-Serving Institution, Alverno enrolls a highly diverse student body of virtually every demographic and experience. It is an institution that has revered tradition and encouraged innovation for more than 130 years

The College is seeking applicants for a Housing Operations Assistant located in Milwaukee, WI. Tuitions benefits are available for employees and qualified dependents.

**Primary Function**

This position will support the administrative operations of the Residence Halls through supervision of the desk, management of the Work Order process, key management, and database management in StarRez

**Principal Responsibilities**

**Supervisory Responsibilities**

- Direct supervision of the Senior Lead Desk Worker
- Supervision of the Front Desk staff
- Carry out supervisory responsibilities in accordance with the College's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems

**Residence Hall Administration**

- Actively participate in department wide events such as opening, closing and room selection
- Manage communication around community and facility needs: maintenance, repairs, supplies, opening and closing dates, etc.
- Manage key inventory and distribution of keys to resident students and guests
- Maintain accurate students records through updating the Residence Life Database, StarRez
- Ensure that rosters are kept up to date for Desk and Community Advisor Staff
- Communicate with Campus Safety and Facilities staff regarding maintenance concerns, door access, and scheduling of safety drills and annual maintenance.
- Assist with Community Advisor (CA), Desk Worker, Senior Lead Desk Worker(SLDW) and Summer Assistant (SA) recruitment, selection, and training throughout the academic year

**Community Relations and Leadership**

- Assist, as appropriate, with Residence Life and campus wide programs, such as Community Day, Homecoming, Super Six Series and Winterfest
- Participate in other committees not listed or areas outside of Student Affairs as assigned
- Participate in department meetings, committees, and official College functions when appropriate

- Work closely and cooperatively with Student Affairs, Admissions, Business Office, Advising, Student Activities and other campus departments in support of a vibrant campus community and in the retention and engagement of students

### **College Responsibilities**

- Comply with safety procedures and maintain clean and orderly work areas.
- Demonstrate ability to balance student needs in relation to department and college goals
- Create a living environment where residents become active, take ownership for their environment, are held accountable for their behavior, respect the rights of others and learn to balance personal needs with the needs of the community by incorporating Alverno's Eight Abilities into the co-curriculum.
- Serve as a member of the Student Development and Success division team and collaborate with co-workers and other departments to accomplish timely completion of projects and maintain smooth operations
- Perform other tasks as necessary to support the College mission.

### **Other Responsibilities**

*This position may include any or all of the following areas:*

- Supervise Summer Assistant Staff
- Update email templates and applications in StarRez Housing Database for community wide messages and new applications.

### **Skills and Abilities**

**The successful candidate will:**

- Demonstrate strengths in organization, ability to prioritize heavy workload, taking initiative, communication, problem solving, and supervision of others. Must have the ability to manage details.
- Have the ability to professionally respond to variations in schedules and plans.
- Demonstrated ability to work in a team setting and work effectively with a variety of audiences and departments
- Demonstrated multicultural awareness and ability to work in diverse contexts
- Be able to work with confidential information
- Use good judgment and problem-solving skills including the ability to calmly respond to emergency situations.
- Have excellent written and oral communication skills. Requires the ability to communicate and respond to both internal and external customers professionally and in a timely manner. Must have the ability to read, interpret, write, and complete documents.
- Show working knowledge of Microsoft Office (Outlook, Word, Excel, Access, Publisher) including database management

### **Qualifications**

#### **REQUIRED**

- At least 2-5 years of previous office experience

#### **PREFERRED**

- Bachelor's degree

- Experience with Residence Life or communal living environments
- Demonstrated strengths in supervision and program development

### **Working Environment and Condition**

- General campus environment
- Requires the ability to freely move throughout the facility and grounds and regularly talk and hear. Must have the ability to frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.
- Valid driver's license with a driving record that meets the qualifications of an Alverno driver is required

### **How to Apply**

- Apply online at <https://www.alverno.edu/jobs/apply/login.php>
- Please attach your cover letter, resume, and list of references to the online application

*Alverno College is an Equal Opportunity Employer and committed to workplace diversity.*