SUMMER GUEST HOUSING
POSITION DESCRIPTIONS

Furniture Service Team Supervisor (Summer)

A Furniture Service Team Member is considered a full-time (approximately 40 hours per week, and may include weekends). The main responsibilities of this position are: ensuring all residence hall rooms are ready for academic-year, maintaining organized furniture storage spaces for the University, and handling requests for movable furniture into and out of the dorms. Furniture Service Team Members interact with all Residence Life staff members, as well as a wide variety of clientele and must show a willingness to provide for the needs and expectations of all parties.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Staff Selection & Training

- Assist in the hiring process of Guest Hosts & Linen Team (see SGH Timeline for Guest Host/Linen Team Interview schedule) during the Spring Semester.
- Meet with Manager of Summer Housing & Marketing Publications, Operations Manager, Linen Service Provider prior to opening.
- Coordinate the linen move during the May ALL Staff Training.
- Attend ALL training sessions (Spring and Summer).
- In collaboration with the Operations Manager is responsible for the training of two people (male or female) Linen Team Members.
- Facilitate staff training and opportunities for personal and professional development.

Supervision

- Responsible for the supervision and evaluation of the Furniture Service Team Members.
- Responsible for providing direction to the staff in communicating, interpreting, and administering residence hall and University policies and procedures. Assume responsibility for disciplinary record keeping of the Furniture Service Team.
- Supervise and evaluate day-to-day operations and two staff members.
- Provide organization and communication to promote positive staff relations, a support system for individual staff members, and a format for the information exchange among staff. (e.g., meetings with the Linen Team to pass along information from the Office of Residence Life).
- Ensure that the Furniture Service Team has a clear understanding of their role and responsibilities.
- Establish appropriate expectations for the Furniture Service Team with regard to cooperating, supporting and fully communicating with the ABLE staff, Facilities Management, and Public Safety to ensure smooth operation of the summer residence hall floors.

- Assist the Staff in addressing conflicts arising from interaction and confrontations with others.

Training & Development

- Attend ALL training sessions.

Operations

- Assist with the opening and closing of residence halls.
- Participation in all staff training and meetings.
- Maintaining Residence Life storage inventory.
- Work closely with Residence Life staff (including Summer Guest Housing) to ensure all needs are met in an orderly fashion and timely manner.
- Attend one-on-one meetings with the Furniture Service Team Supervisor.
- Uphold all University, Residence Life, and Summer Guest Housing policies.
- Perform additional duties as requested by the Furniture Service Team Supervisor, the Summer Operations Manager, Summer Residence Hall Director and/or the Manager of Summer Housing & Marketing Publications.

Requirements

This position requires: manual labor (particularly moving furniture), a valid driver's license, the ability to carry fifty pounds, professionalism, customer service skills, initiative, adaptability, independent judgment, excellent communication skills, the ability to work as a team member, and an ability to work under pressure while maintaining a high level of cordiality.

Supervision and Expectations

The Furniture Service Team reports directly to the Furniture Service Team Supervisor. Employment as a Furniture Service Team Member is to be your first priority. The Furniture Service Team Supervisor, Operations Manager, AND the Manager of Summer Housing & Marketing Publications must approve any other jobs you plan to take.