

# **SUMMER GUEST HOUSING**

## **POSITION DESCRIPTIONS**

### **Linen Team Coordinator**

The Linen Team Coordinator is a full-time (approximately 40 hours per week, and may include weekends), live-in position and has the overall responsibility to create a comprehensive guest housing operation that meets the goals of the Summer Guest Housing Program. A major function of the Linen Team Coordinator is that of ensuring that the various staff functions are fulfilled through appropriate and equitable delegation of specific tasks. The Linen Team Coordinator assumes the major leadership role in providing direction in the office and supervises a staff consisting of two Linen Team Members. The Linen Team Coordinator collaborates with the Summer Guest Housing staff to guarantee that all linen needs are met throughout the entire summer.

#### **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 Linen 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 Linen 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 Linen Team has a clear understanding of their role and responsibilities.
- Establish appropriate expectations for the Linen 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.

### Operations

- Ensure guest-friendly atmosphere and quality customer service behavior from staff.
- Maintain high visibility and availability within the hall, and initiate contacts with guests and other staff.
- Completing formal mid-summer staff appraisal.
- Completing weekly reports.
- Completing an end-of-summer report.
- Attending weekly meetings with the Operations Manager.
- Ensure ALL linen is removed from ALL Summer Guest Housing buildings before the end-of-summer closing.
- Maintain direct contact with the Linen Service Provider (Team Clean) to ensure linen needs are met.
- Establish and implement linen inventory system.
- Coordinate linen deliveries and pick-ups with the Facilities Team Leaders.
- Work in partnership with the Facilities Team Leaders to ensure all linen needs are being met for each hall.
- Organize linen rooms of all Summer Guest Housing linen rooms throughout the summer.
- Coordinate van usage for the Linen Team in collaboration with Work Crew and the Assistant Director of Facilities.
- Establish appropriate safety precautions and provide emergency training for staff. Duties include disseminating information, maintaining student awareness of emergency procedures, and coordinating other activities pertinent to hall safety.
- Other duties as requested by the Operations Manager and/or the Manager of Summer Housing & Marketing Publications.

### **Requirements:**

This position requires: manual labor (particularly moving linens), 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, conflict resolution skills, creativity, an ability to work under pressure while maintaining a high level of cordiality, and basic computer skills with a preference given to experience in leadership and/or management roles. There may be situations when the Linen Team may be required to assist hall staffs with making beds in rushed situations.

### **Supervision & Expectations:**

The Linen Team Coordinator reports directly to the Summer Operations Manager for Residence Life and is expected to be on-call and available any time he/she is on campus. Employment as the Linen Team Coordinator is considered the employee's first priority. The Operations Manager must approve any other jobs or any summer school courses the Linen Team Coordinator plans to take.

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