

2024 One Summer Residence Hall Supervisor Position Description

University of Connecticut • Division of Student Life and Enrolment • Department of Residential Life
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Position Summary

The One Summer Residence Hall Supervisor (OSS) is an “at will” student position and appointments are made on a temporary basis. The One Summer Supervisor oversees specific conference groups and summer residents and directly assists with both groups’ event planning and execution. The OSS provides leadership to the One Summer Assistants to ensure that a high level of customer service and professionalism is maintained. Individual OSSs will be assigned specific groups of responsibility to enhance the One Summer program, as well as, to enhance the OSS’s professional growth and development. The work schedule is dependent on demand for hall facilities. Schedules will vary weekly and will include mandatory dates and long shifts based on check-in/check-out needs.

Position Qualifications

1. Candidates must demonstrate the ability to oversee and manage peers.
2. Candidates must possess a desire to interact positively with staff, summer school residents, conference guests, and conference coordinators/planners in a positive manner with a strong customer service focus and have an understanding of and ability to work with a diverse population. This requirement includes an appreciation of and sensitivity to those of differing abilities, cultural backgrounds, ethnicities, gender, sex, sexual orientation, socio-economic standing, and spiritual beliefs. Candidates must also have the ability to handle various questions/concerns from peer staff, summer residents, conference guests, and coordinators, and demonstrate initiative to ensure summer residents, conference guests, and staff needs are met.
3. Candidates must possess strong problem-solving skills and be able to make fast and accurate decisions in high pressure situations.
4. Candidates who are on probation at the time of application review are not eligible to interview. Candidates who were found responsible for two separate incidents in the current academic year are not eligible to interview. Candidates with a conduct history who are otherwise eligible to interview will be subject to review. Candidates will be notified of their eligibility after final review.
5. An applicant must have been a Storrs campus student for at least one semester at the time of employment start date.
6. An applicant must be a current student at the University of Connecticut at the time of employment. An employee must be considered a matriculating student by the University for either the summer or fall of 2024.
7. OSS must be in good academic standing (minimum 2.0 GPA) at the time of application and end of the Spring Semester.
8. The role of the OSS is deeply entrenched in ethical decision-making, and we expect our OSSs to hold summer residents and staff members accountable for ethical behavior and to uphold healthy community standards. Upholding the University’s *Responsibilities of Community Life: The Student Code and the Terms and Conditions of the On-Campus Housing Contract* are a vital component of the OSS position and represents a bare minimum expectation for assuming a leadership role in the community. OSSs must present a positive image of the University at all times by following policies and laws set forth by the University of Connecticut and the Department of Residential Life.
9. An applicant who has previously, or is currently, employed by the Department of Residential Life, must be in good employment standing and remain in good employment standing through the position timeframe. This standing will be determined in consultation with the current or previous supervisor(s).
10. The Applicant must be available for an individual interview (scheduled in January or February).
11. To be eligible for consideration the applicant must be available for the entire employment period (May 7 - August 25, 2024). OSSs who will be RAs in the fall are excused when RA fall training begins.
12. OSSs must be able to lift a minimum of 25 pounds.
13. OSSs must have a valid Driver’s License and be able to operate a vehicle throughout the duration of the summer.
14. Previous management and residence hall or other related customer service experience is required.

Primary Responsibilities

1. Provide leadership and/or supervise One Summer Assistants (OSA). Ensure OSAs are following proper procedures and adhering to the policies in the One Summer Staff Manual.
2. Work multiple duty shifts per week on duty during the day. Shifts are either 8:00 am – 3:30 pm or 3:30 pm – 11:00 pm. During these shifts, the OSS carries a duty phone to be contacted by any Hall Directors, conference coordinators, camp staff, our One Summer staff, etc. During these shifts, the OSS is paid their hourly wage and is accessible and visible to our One Summer staff. Supervisors are expected to carry the duty phone and respond to calls throughout the entire shift, break periods are paid including meal breaks.
3. Work overnight duties (approximately 15-20 instances from 11:00 pm – 8:00 am).
 - a. Duties include, but are not limited to: secure buildings, perform rounds, interact with residents/conference guests
4. Maintain accurate records of Summer School Students, Conferences, Youth and Academic Groups for billing and future

- reference and assist in gathering and communicate information from summer school and conference groups to all staff.
5. Provide oversight to the building preparation and main desk operations for One Summer Assistant staff. This includes preparing halls for conferences and summer school, which includes, but is not limited to creating bulletin boards, placing linens on beds, checking keys in the locks, creating and posting signs. The OSS will work with OSA staff with summer school, conference and building preparations.
 6. Oversee the check-in and check-out processes for summer residents/conference guests. This includes, but is not limited to: distributing keys, collecting keys, arranging location set up, updating floor plans, being available for questions, etc.
 7. Collaborate with professional staff to prepare for conferences and summer school housing. Collaboration includes obtaining information from Hall Directors and Conference Contacts, coordinating tours of conference area(s) as requested to upcoming groups and being available to respond to Hall Directors and Conference Contacts. Collaborate with professional staff in the One Summer Assistant's performance review.
 8. Serve as a primary point of contact for students and summer guests in emergency or safety situations. Serve as a resource for the One Summer Assistant in an emergency or safety situations.
 9. Addressing and reporting all issues related to safety, behaviour, wellbeing, facilities and emergencies by following Residential Life and University protocols.
 10. Support the One Summer office (open 7:00 am – 11:00 pm daily) and be available to summer residents, hall directors, conference guests, and coordinators, answer phones, complete paperwork, check keys and floor plans, maintain cleanliness, oversee OSAs completion of tasks and other administrative tasks as assigned.
 11. Lead by example with an unconditional positive and professional attitude.
 12. Assist with check-outs of late stay spring residents and check-ins of Early Arrivals and Fall Check-In. Prepare halls for fall opening by assessing building wide facility needs and preparing all keys for opening.
 13. Work with various software platforms.
 14. Complete special projects as assigned. (Staff incentives, scheduling, form creation, key management and distribution, etc.)
 15. All other duties as assigned.

Compensation

1. Housing and a \$1,400.00 meal stipend for the 16-week employment. One Summer Supervisors will be assigned a single room by the professional staff. This compensation applies to the 15-20 instances of overnight duties and scheduled meetings.
2. First year OSSs will be paid \$17.09 per hour. OSSs who have previously the supervisor position will be paid a higher hourly rate.
3. The OSS must purchase a summer meal plan for the designated contract period.
4. An Internet connection will be provided.

Terms and Conditions of Employment

1. Successful candidates will be offered "at will" employment as an OSA for a 16 week time period. At-will employment means that the employer has the right to terminate an employee from the position at any time, with or without cause, and the employee has the same right to resign from the position at any time, with or without cause.
2. Candidates who have been offered a position and who have accepted the offer by pre determined dates that will be given based on candidate interview date, must complete the Summer Housing Application via www.reslife.uconn.edu by April 12, 2024.
3. Grades will be checked at the conclusion of the semester(s) prior to the submission of the application and just prior to employment to determine eligibility. Inter-session and Summer Session(s) coursework will not be considered for the purposes of maintaining the required grade point averages.
4. All offers of employment are subject to a pre-employment criminal background check.
5. If hired the applicant must be able to complete a virtual on-boarding session of 3-4 hours by April 30, 2024.
6. The OSS must be available for frequent evening, weekend, and holiday work.
7. For returning OSS's one course per summer session (excluding May Term) may be approved which includes online courses. Outside employment including part time employment or other commitments is limited and only approved on a case-by-case basis after meeting with professional staff. Summer school enrollment as well as any other outside the position commitments must be requested prior to employment. The professional staff will determine whether other work and summer classes, or outside commitments will be approved. These time commitments, include, but are not limited to: other work on or off-campus, internships, lab work, practice, etc.
8. It will not be possible to hold any position that will require the OSS to be away from campus. The OSS job is a 35 hour per week position for the full 16-week contract period. The weekly scheduled hours fluctuate to meet the summer school and conference needs. The OSS staff needs to be flexible.
9. OSSs that are new to the position may not take classes or have any other outside commitments during the summer sessions unless approved by the Assistant Director.
10. The OSS must be available for the stipulated contract period as outlined in the appointment letter. The contract period is for a 16 week period. These dates include training periods, set up and break down of the residence halls, opening and closing of halls and applicable on-duty periods.

11. The OSS must reside in the assigned area during the entire 16-week contract period. Professional staff will determine the specific responsibilities for the OSS considering the staff member's skills and abilities and information gained during the interview process. The professional staff reserves the right to change the OSS's responsibilities as needed.
12. One Summer Supervisor may request up to 7 days off from the position for the summer. All days off must be approved in writing in advance by the professional staff and the day cannot be a high volume day as determined by the professional staff.
13. A staff member's behavior as a member of the University community will be periodically evaluated during their employment in keeping with the duties and responsibilities of the job description, *Responsibilities of Community Life: The Student Code*, the *On-Campus Housing Contract* and their behavior in accordance with ethical guidelines and departmental expectations. At any time, upon being hired a staff member's involvement in situations which demonstrate a lack of understanding of or willingness to abide by these terms, may affect the staff member's ability to remain in the position.
14. The Department of Residential Life reserves the right to terminate this position and all compensation at any point based on failure to meet required performance standards.

The University is committed to ensuring that individual employees and applicants are not excluded from participation in the employment process based on an individual's legally protected status which includes race, color, ethnicity, religious creed, age, sex (including pregnancy and sexual harassment), marital status, national origin, ancestry, sexual orientation, genetic information, physical or mental disabilities (including learning disabilities, intellectual disabilities, past/present history of a mental disorder), prior conviction of a crime (or similar characteristic), veteran status, workplace hazards to reproductive systems, gender identity or expression, or other factors which cannot lawfully be the basis for employment actions, unless there is a bona fide occupational qualification. 11/2018