Summer Assistant (SA) for Operations
Position Description-Summer 2019

The Summer Assistant (SA) for Operations position requires individuals to assist with the daily operations of the Facilities Central Office in the Division of Operations, specifically related to the Key Depot, Residential Property Management, and Inventory sections. Duties include, but are not limited to: staffing the Key Depot front desk and the customer service phone lines; answering Key Depot related inquiries; handling residential loaner keys and lock outs; conducting room inspections in coordination with Residential Property Management; moving and creating an inventory of furniture (either via hand-truck, hand-lifting, dolly, or university owned vehicle); and other tasks as assigned. Summer Assistants (SAs) for Operations should be familiar with and adhere to University rules, regulations, and policies, and work collaboratively with others within the Division of Operations and other campus partners.

ROLE RESPONSIBILITIES

- Serves as a representative of the Division of Operations and the University by providing exemplary customer service and administrative support to all Summer staff, residents and guests.
- Serves under the supervision of Division of Operations professional staff and the Lead Operations Summer Assistant team.
- Assists in the daily functions of the Division of Operations by: staffing the Key Depot; conducting room inspections within each residence hall; and addressing furniture and inventory needs across both of GW's campuses.
- Summers Assistants (SAs) for Operations will be assigned four, 7-hour shifts per week, which may include weekends and/or holidays.
- Maintains scheduled “After Hours” on-call coverage (11:00pm-9:00am) and response in support of the Division of Operations. Obligations as a result of the On-Call responsibility are not compensated by the SA hourly wage. The benefit of free on-campus housing is provided because of the On-Call obligations, including after-hours response.
- Communicates on a regular basis with Division of Operations staff by completing shift duty reports and participating in staff and individual meetings with the Lead Operations Summer Assistant Staff.
- Understands; supports; interprets; implements; and also abides by and enforces rules, regulations, and policies of the Division of Operations and the University.
- Responds to and assists with emergency response as directed Division of Operations professional staff and/or the Lead Operations Summer Assistant Staff.
- SAs must be able and willing to work in varying weather conditions, spending a good portion of scheduled hours outside.
- Certain aspects of this Summer Assistant (SA) position are physically active. SAs may be asked to load, unload, and move large furniture items with the assistance of other SAs.
- SAs should expect to spend considerable time during a scheduled shift on their feet, apart from shifts in the Key Depot.
- SAs must have flexibility in their schedule with the ability to work a base schedule of 28 hours/week for the entirety of the Summer season.
- Performs other duties as assigned by Division of Operations professional staff and/or the Lead Operations Summer Assistant Staff.
TERMS AND CONDITIONS

- Summer Assistants (SAs) for Operations must be in good standing (academic, disciplinary, and financial) with the University throughout the application and selection process as well as throughout the term of their training and service.
- SAs may hold a separate part-time job and/or attend classes only if it does not interfere with the SA position. Other employment or any other external commitments must be limited to 15 hours/week, unless prior approval is obtained. SAs must inform the Division of Operations of all outside employment and/or other external commitments initially through the application process and also prior to the start of the Summer program. SAs must maintain flexibility in their schedule throughout the entire Summer period.
- Summer Assistants selected to serve must disclose prior to the start of the Summer program their intent to hold a second on-campus position with a different GW office. SAs selected to serve another GW office may not exceed 39 total service hours between all positions in any pay week (Sunday to Saturday) and are responsible to adjust their schedule with that other GW office to meet this expectation.

CRITERIA FOR SELECTION

- Candidate must be registered as a full-time undergraduate student in a George Washington University degree-granting program or participating in a GW approved abroad program at time of application.
- Candidate must be enrolled as a full-time student or participating in a GW approved abroad program for Fall 2019, meaning that Spring 2019 graduates who do not intend to attend GW for Fall 2019 are ineligible for hire.
- Candidate must demonstrate strong administrative, customer service and team building skills.
- Candidate must have experience or transferable skills in a customer service setting or campus leadership/related employment experience.
- Candidate must demonstrate collaboration and a capability for service of diverse populations with special needs.
- Overall presentation of the Summer Assistant (SA) online application, submitted resume, essay statements, and adherence to guidelines will be strongly considered.
- Overall Summer availability will be considered for applicants. Selected Summer Assistants (SAs) are knowingly accepting a Summer intensive service role. SAs must serve a predetermined shift, which includes weekends and/or holidays.
- Candidate is expected to serve through the conclusion of the Summer program which ends August 25, 2019. Commitments, such as being selected as a Resident Advisor or an Orientation Leader will be considered and do not absolutely exclude a candidate from consideration. Full disclosure of all known, anticipated, or possible commitments is required at time of application and prior to the start of the Summer season.
- Grade point averages will be considered for applicants. Candidate must be in good academic standing throughout the application and selection process as well as throughout the term of their training and service. Academic standing will be verified prior to position offers being sent, re-checked at the start and end of Spring training, and again prior to the start of the Summer season and discussed with a candidate if needed.
- Disciplinary records of a candidate will be considered throughout the application process. In addition, a candidate who is documented as a result of any University policy violation at any point after the time of application may be withdrawn from selection consideration or removed from selected service.
- This position is subject to a background check that includes: Criminal History Screening, Education/Degree/ Certifications Verification, Social Security Number Trace, Sex Offender Registry Search, and Prior Employment Verification.
BENEFITS AND COMPENSATION

- Summer Assistants (SAs) for Operations will earn an hourly wage of $14.00 during the training and service period (May 17th – August 25th), paid on a bi-weekly basis. Obligations as a result of the SA on-call responsibilities are not compensated by the SA hourly wage. The benefit of free on-campus housing is provided because of the on-call obligations, including after-hours response.
- Housing in an on-campus residence hall is provided at no cost during the Summer service season. The calculated value of this housing is up to $4,250.00. Due to the nature of the SA position, the housing benefit is not taxed.
- Summer Assistants (SAs) not assigned to campus housing for Fall 2019 must secure alternate housing past August 5, 2019.
- Summer Assistants (SAs) will be permitted to use seven (7) unpaid days of approved leave (consecutive or nonconsecutive) between June 2nd and August 10th.
- Summer Assistants will be able to submit requests for their unpaid leave while completing Operations Summer Assistant hiring paperwork. Requests will be considered in combination with all staff requests and program needs.
- Any requests for time away for more than 72 consecutive hours must be submitted to and approved by the supervising professional staff member or designee at least five days in advance. SAs are responsible for finding coverage for service shifts missed during any approved leave and for making arrangements to make up shifts equitably among the SA staff.
- In the event that a Summer Assistant is removed from their service role, housing compensation for the Summer and/or during the transition period between Summer and Fall 2019 will also be canceled within 24 hours of removal. It will be determined at time of removal whether the option to remain in on-campus housing will be available at the individual’s own expense.

GW is an AA/EEO Employer