

ALUMNI HOUSE ASSISTANT

Position Description

2024 – 2025



The Alumni House Assistants are members of the Residence Life staff who oversee the daily operations and maintenance of the Alumni House and report to the Assistant Director of Housing & Residence Life (ADRL). As members of the Student Life & Development staff, the Alumni House Assistants represent the University and are expected to maintain good standing both academically and administratively and conduct themselves in a professional manner while performing their duties.

The specific responsibilities of an Alumni House Assistant (AHA) include the following:

WELCOMING

Provide excellent customer service to all Alumni House guests:

- Respond to phone/email inquiries in a timely manner
- Manage all reservations and update the reservation calendar
- Take reservation forms, keys and parking permits to Haake/Kirkland for guests to pick up o Make sure guest rooms are set up with clean linens (rooms are typically “flipped between 11am and 5pm by one of the AHAs)
- Do laundry as needed and maintain inventory of clean linens
- Maintain inventory of cleaning supplies and purchase as needed
- Prepare guest rooms prior to guest arrival: perform light cleaning, make beds
- Exhibit genuine concern and interest for community and university guests by being available, approachable, and accessible

INCLUSIVE

- Ensure that each guest feels respected and valued by creating a culture of inclusion and positive respect
- Develop and cultivate an understanding of various work styles, strengths, and personalities of teammates to ensure a positive and effective staff team
- Maintain a good working relationship with the Retiree staff and guests (the Retiree Center office is located on the first floor of the Alumni House)

SAFE

- Share duty with the other Alumni House Assistant; hold the duty phone and be available if guests have questions/problems
- Maintain key inventory
- Deposit all payments into the Alumni House cost center at least once a week (Warrior Hub)
- Manage and reconcile the Alumni House cash box to ensure all funds are accounted for
- Ensure confidentiality of each guest by following departmental policies for maintaining and accessing data.
- Use discretion when communicating needs and concerns of guests and maintain privacy
- Communicate effectively with the ADRL, including sharing all relevant information about actions or behaviors that may endanger guests
- Utilize strong problem-solving and crisis response skills
- Submit work orders to Facilities and follow up to ensure that work has been completed
- Understand, explain, enforce, and abide by all policies and rules as specified in the Housing and Residence Life handbook, the WSU Student Code of Conduct, and the WSU General Catalog

- Report the facts about any disruptive incident/situation which may violate Residence Life or University policies. Serve as a Campus Security Authority (CSA) as a mandatory reporter for WSU
- Work with other halls and campus personnel to successfully carry out duties (Security, Central Housing, RAs, DAs, Hall Directors, Summer Assistants, Retiree Center, etc.)
- Complete all necessary documentation in a timely manner
- Return approximately 1.5 weeks prior to Fall Opening in the Residence Halls to complete staff training
- Stay up to 24 hours past hall closing preceding each break (Thanksgiving, Winter, Spring), and 24 hours after graduation day at the end of the year as specified by the ADRL
- Return one week early from Winter break – the Alumni House typically re-opens one week prior to the start of classes, with at least one AHA must be present
- Coordinate all time off requests with the ADRL and plan for coverage while away from the house

ENGAGING

- Be a resource for guests by being knowledgeable of events happening around campus and in the community
- Participate in regular staff meetings as directed by the ADRL
- Maintain a positive attitude toward Housing & Residence Life and Winona State University, inspire respect, set a good example in attitude and appearance, and communicate well with others
- Train Haake/Kirkland Desk Assistants to ensure a smooth check-in for Alumni House guests; this includes giving clear instructions on handing out guest keys and parking passes, as well as handling reservation forms and payments
- Be available to assist with Camp & Conference Services events at the Tau Center, Haake Hall and/or Lourdes Hall, and with tours as needed during peak Preview days and/or New Student registration days

POSITION REQUIREMENTS AND QUALIFICATIONS

Requirements:

- Be a full-time student in good academic standing and maintain a minimum 2.5 cumulative GPA
- Limit academic coursework to no more than 16 credit hours per semester unless pre-approved by the ADRL
- Any outside employment or significant (i.e. executive board positions) activities must have prior approval by professional staff.
- Be in good conduct standing with the University at all times
- Successfully complete a criminal background check as required by Minnesota state law
- Complete all staff trainings as assigned by the ADRL and/or Department, including Assessment Day Training, Mini-Retreats, Winter Training, and Spring Retreat
- (Preferred) One-year experience in Residence Life
- (Preferred) Valid driver's license and pass driver approval check before operating a state vehicle

COMPENSATION

- Single bedroom on the 3rd floor of the Alumni House (bathroom is shared with other AHA)
- Full meal plan during the academic year
- Stipend disbursed between August and May