

SUMMER ASSISTANT

Position Description

2024



The Housing and Residence Life program is committed to promoting a Welcoming, Inclusive, Safe and Engaging living and learning environment.

Summer Assistants (SAs) provide quality front-line customer service to Winona State University summer students and Camp & Conference Services guests; they assist the Hall Directors (HDs) and the Assistant Director of Housing & Residence Life (ADRL) with customer service, crisis response, and administrative duties.

POSITION REQUIREMENTS AND QUALIFICATIONS

Requirements:

- Be registered for at least 12 credits for fall, be in good academic standing with a minimum 2.5 cumulative GPA
- Limit academic coursework to no more than 3 credit hours per session, with supervisor approval
- Be available to work the entire summer (May 5 to August 16, 2024) unless approved for early release by the ADRL (for instance for HRL fall training)
- Be available to work on average 32 hours a week and maintain a flexible schedule. Summer Housing/Camp & Conference Services is a 24/7 operation throughout the summer and Summer Assistants take turns working nights, weekends, and holidays
- Must be able to lift up to 40lbs occasionally
- 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
- Valid driver's license preferred

The specific responsibilities of a Summer Assistant (SA) include the following:

WELCOMING

- Exhibit genuine concern and interest for residents and Camp & Conference Services guests by being available, approachable, and accessible
- Prepare bulletin boards and door signs for summer residents and Camp & Conference Services guests as directed by the ADRL
- Check mailbox, emails, and hall website daily to ensure timely communication
- Develop a positive living/learning environment that supports both personal and academic success
- Complete all check-ins and check-outs from the Residence Halls, including administrative paperwork and key returns, in a positive and friendly manner
- Organize programs for summer students living in the Residence Halls
- Be a resource for students and guests: provide desk coverage, answer phones, check out equipment, complete data entry, sort mail, and other duties as assigned
- Assist in giving housing tours as needed. Maintain a positive and professional attitude while giving a housing tour to make families feel welcome and comfortable on our campus

INCLUSIVE

- Initiate contact with, get to know, and develop a positive relationship with students and guests in the Residence Halls

- Ensure that each resident and guest is respected and valued in our community by creating a culture of inclusion and positive respect
- Develop and cultivate an understanding of the various work styles, strengths, and personalities of your Summer Crew teammates to ensure a positive and effective staff team
- Be knowledgeable and informed about the residence life experience so all students feel welcome into our community

SAFE

- Participate in RA-On-Duty rotation throughout the summer
- Provide overnight duty when Camp & Conference Services guests are staying on campus
- Perform and record routine safety and cleaning checks
- Ensure confidentiality of student and guest data and information by following departmental policies for maintaining and accessing student and guest data (electronic and physical documents/information)
- Communicate effectively with the HD, including all relevant information about actions or behaviors that may endanger students or others within the halls
- Use discretion when communicating needs and concerns of students and guests and maintain privacy
- Serve as a mediator for conflicts involving residents of the community
- Utilize strong problem-solving and crisis response skills
- 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 or situation which may violate Residence Life or University policies
- Serve as a Campus Security Authority (CSA) as a mandatory reporter for WSU
- Complete all necessary documentation in a timely manner
- Report facilities and technology work requests in a timely manner
- Meet all expectations when driving a university vehicle
- Be aware of and communicate with Tour Coordinator any safety concerns noticed while giving a tour

ENGAGING

- Represent Winona State University and the department of Housing and Residence Life in a professional manner
- Act as an initial support to students who are experiencing academic, personal, social or financial concerns and make referrals when necessary
- Attend and participate in staff meetings as directed by the ADRL
- Partner with other University departments and collaborators to connect residents to available resources on-campus
- Assist with opening and closing of the residence halls for summer housing (EL & KR/HH)
- Actively engage with prospective students and families during their housing tour to positively promote on-campus living
- Provide quality customer service to families during their campus visit and refer them to Admissions and/or Housing Staff as needed
- Serve as a knowledgeable resource to conference participants, parents, and staff regarding services available within Camp & Conference Services, on the WSU campus, and within the Winona community

BLACKOUT DATES

(for larger events where we need all staff to be present)

Additional blackout dates may be announced as our summer calendar is finalized:

- April orientation: Monday, April 15 – 5pm-6pm
- May Training: May 6-10
- East Lake Closing/Opening: May 29 – June 1
- Football Camp & Scrubs Camp: June 23 – June 30
- Early Arrivals & Summer Showcase: July 29 – August 2

COMPENSATION

- A single room in either East Lake or Sheehan
- A \$5,800 stipend for the 15 weeks of work and paid on a bi-weekly rotation in conjunction with the student payroll system

2024 APPLICATION PROCESS: IMPORTANT DATES

- Application Deadline: Friday, February 22 before 4:30pm
 - Application is available on Handshake – find link at www.winona.edu/studentemployment
- Email notification requesting an interview: Monday, February 26
- Scheduled Interviews: Tuesday - Thursday, February 27 – 29
- Offers made: Friday, March 1 after 12pm via email

If you have any questions, please contact:

Ann Durley

Assistant Director of Summer Operations & Special Events

adurley@winona.edu