

Student Operations Crew – Summer Team Lead Facilities Planning & Management

I. GENERAL DESCRIPTION

Student Operations Crew – Summer workers provide support to the University Housing, Residence Life and Conference Services department within the department of Facilities Planning & Management. The team works behind the scenes preparing the residence halls for fall opening, while also welcoming conference guests to campus.

II. POSITION REQUIREMENTS

- Hold a 2.0 GPA/QPA at the time of hire and start of employment
- Remain in good academic standing with the university during the period of employment in the position.
- Be in good conduct standing with the university at the time of hire and start of employment and remain in good conduct standing during the period of employment.
- Be able to work a minimum of 8-12 hours per week.
- Preference will be given to Federal Work Study (FWS) applicants.
- Regularly required to walk, kneel, bend, crouch, and lift up to 25lbs.

III. SPECIFIC RESPONSIBILITIES

Summer Turnover

- Escort contractors around campus to monitor and uphold Marquette standard of conduct
- Execute tasks prepping rooms for residential building turnover, inventory and set-up of furniture, and common space within residence halls
- Collaborate on the summer-long process to prepare student living spaces for fall move-in
- Assess and prioritize replacements of drapes/blinds, carpet, and mattresses within residence halls and apartments
- Complete mid-summer and final inspections prior to August opening, providing punch lists to contractors and FP&M shop leads
- Assure that all work is done to standard and on time for resident move-in in the fall

Additional Team lead responsibilities

- Monitor the progress of projects and report to the Coordinator of Maintenance Services and Summer Crew Manager
- Train staff and set an example of quality and work, following up when performance when appropriate
- Maintain close relationship with summer crew manager, reporting progress throughout shift
- Report and follow up on all maintenance concerns. Monitor work orders
- Be familiar with TMA, the online work order request system
- Conduct regular key inventories and maintain appropriate records
- Assist Coordinator of Maintenance Services with other tasks and duties as assigned

Conferences

- Monitor access to the building by guests, residents, and visitors
- Monitor access to the building by contractors, vendors, and other university employees
- Monitor front desk key control for guest lock outs and building access keys
- Collaborate with fellow crew workers to maintain desk coverage when halls are staffed
- Attend all conference services desk receptionist trainings and scheduling meetings
- Participate in check in and check out of conferences guests
- Enforce university and conference policies, procedures, and regulations as needed
- Act as a resource for conference guests referring them as needed to appropriate campus staff or offices
- Maintain a Marquette sense of hospitality to conference guests while staying at the University
- Prepare guest materials and facilities to welcome guests to campus, such as, making beds, prepping linens, organizing keys, and tidying the front desk

Additional Lead Responsibilities

- Maintain desk supplies notifying conference services when supplies need to be ordered
- Organize and maintain desk logs
- Implement appropriate policies and procedures for desks

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- Supervise Desk Receptionists. Schedule, train, and evaluate staff
- Provide input and assistance as needed

Department Responsibilities

- Monitor a team of crew students to accomplish daily assigned tasks by Crew Manager
- Report to Crew Manager and Coordinator of Maintenance Services on a daily and weekly basis
- Participate in additional weekly meetings with Crew Manager, Coordinator of Maintenance, Services and FP&M shop leads
- Following May training, select crew members will be promoted into vacant team lead positions. Established team leads will participate in the evaluation of summer crew staff members selected.

IV. REMUNERATION

- Housing is provided within Eckstein Tower or rent compensation within University Housing
- Work Dates: May 12th – August 16th
- Competitive pay: \$11 starting
- Hours:
 - Part time, full time, and overtime hours available
 - Monday-Friday 8am-12pm, 1pm-4:30pm
 - Desk shifts – dependent on conference schedule, weekday, weeknight, and weekend hours