



Department of Residence Life

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OPERATIONS CREW POSITION DESCRIPTION AND EXPECTATIONS

The Operations Crew (OC) staff position is an integral member of the Department of Residence Life team, serving as representative of the department and Loyola University Chicago. The OC staff serves as a service provider and resource for current residential students, other departmental staff, and the greater University community. As members of the residence life staff, OC members work collaboratively with other staff members to ensure effective and efficient delivery of services and information. Together, OC members and other residence life staff provide services that support the mission, vision and values of the Department of Residence Life. With the goal of creating transformative living environments in the residence halls, OC members are responsible for assisting with day-to-day facilities and operations responsibilities. The OC member is a student staff member of the Department of Residence Life and reports directly to a professional staff member.

Minimum Qualifications

OC members:

- Must have a 2.0 cumulative GPA at the time of application and maintain a 2.0 cumulative and semester GPA for the duration of their employment.
- Must be full-time registered students (undergraduates must enroll in no more than 21 and no less than 12 credit hours per semester; graduates must enroll in 9 credit hours per semester).
- Must be and remain in good standing with the Department and University.
- Are not required to have Federal Work Study, but candidates with this funding eligibility are preferred.

Time Commitment

OC members:

- Will be scheduled for no less than 5 and no more than 19.5 hours per week during the academic year. These hours will be scheduled between 8:30 am and 5:00 pm when the departmental office is open for business. There will be periodic evening and weekend shifts scheduled during peak time periods (e.g. hall opening/closing).
- Will attend and actively participate in any mandatory staff meetings and training sessions as scheduled.
- Are expected to assist with office coverage during Fall, Thanksgiving, Winter, Spring, and/or Easter Breaks. Shifts for these breaks will be determined among the staff. No vacation/travel plans should be made until shift coverage has been assigned.
- Must request and obtain approval from a supervisor prior to any shift changes or absences.

Compensation

OC members:

- Are compensated hourly at \$15.80 per hour, paid bi-weekly via direct deposit.
- Are responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.

General Expectations

OC members:

- Serve as a resource for residents, families and other campus community members and should be familiar with the services and opportunities provided by Residence Life, the Division of Student Development, and other university departments and offices.
- Will be knowledgeable of and able to communicate departmental procedures and policies to residents.
- Are expected to support the vision, mission, values, philosophies, and goals of the Department of Residence Life OC members.
- Will help to create and maintain a friendly, respectful, and inclusive atmosphere in the departmental office.
- Will be expected to arrive on time for all scheduled shifts and communicate any necessary absences in a timely manner.

Role Modeling and Leadership Expectations

The OC member:

- Is responsible for abiding by and upholding all residence hall and university policies.
- Is expected to serve as a positive role model for all students. This includes but is not limited to modeling appropriate and mature behavior on and off campus as well as via digital and social media.
- Is expected to fulfill all expectations as described and provided in training sessions, the manual, and through direct supervision.

Position Responsibilities

OC members:

- Are expected to maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
- Are expected to provide excellent customer service to students and parents by phone, email and in-person regarding any housing and residence life questions, concerns, and requests specifically as it pertains to the position.
- Are expected to assist in minor repair, delivery and arrangement of furniture and supplies throughout the academic year including campus opening and closing periods.
- Will uphold and maintain confidentiality with sensitive student information.
- Will be expected to maintain a high level of professionalism in communication with residents, staff and guests.
- Will become familiar with the different offices and services available to students at the University in order to make appropriate referrals to residents and visitors.