

Student Operations Crew – Summer Crew Manager 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

Additional Crew Manager responsibilities

- Determine crew tasks and assign crew members to team lead, monitoring progress of team
- Run twice daily team assignment meetings and weekly progress meetings with crew
- Providing training to crew and team leads, guidance to team leads, and evaluating quality of work
- Evaluate staff performance

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

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- 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
- 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.

Additional Crew Manager responsibilities

- Meet with shop managers and coordinators to update on turnover progress
- Meet with conference services weekly to discuss conference schedule and tasks for the week

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