

Facilities Assistant Employment Expectations 2015 - 2016

GENERAL EXPECTATIONS

In general, FAs are expected to:

- Be responsible for duties described in the Facilities Assistant position description (attached), as well as additional duties designated by the supervisor or the Department of Housing Services.
- Maintain full-time undergraduate student status and must be in good standing academically.
- Take no more than two night classes per quarter without the prior approval of their supervisors.
- Take on no more than 10 additional hours of employment and/or a paid or unpaid internship during the duration of their FA position.
- Hold no more than one leadership position (e.g. Facilities Assistant, Lead Desk Receptionist, etc.) in Housing Services at the same time. Other leadership positions in other departments should be disclosed to a direct supervisor for support in planning and balancing the opportunities.
- Have a complete working knowledge of these expectations, the policies for students as outlined in the DePaul University Student Handbook, Student Housing Online Agreement, and the *Guide to Student Housing*, and are responsible for supporting the same. FAs are subject to the same policies as other residents.
- Remain on campus during the entire academic year, including recess periods when the halls are open, as well as training periods prior to the start of the year and residence hall closing responsibilities, unless other arrangements are made with the approval of the supervisor. **All FAs should plan to work over winter and spring break unless their absence is approved by a supervisor with at least one month's notice.**
- Be familiar with and follow university and departmental policies and procedures. FAs will model, at all times, appropriate behavior and be exemplary representatives of the Department of Housing Services and the university.
- Understand that receiving judicial sanctions from the Dean of Students Office or Residential Education may result in loss of the job.
- Attend all training sessions (workshops, in-services), as well as staff functions (FA Hiring process) during the period of employment unless excused by supervisor. Fall training occurs throughout the day and during the evening hours, and may include weekends. In-year training meetings are scheduled by respective Facilities Area Coordinators for their housing areas. In-year training is mandatory for all FAs and meeting times are subject to change.

- Carry a fair and balanced workload each quarter and be appropriately supportive of their fellow staff members. Supervisors reserve the right to approve or deny any trading of shifts, office hours, inspections, or other position responsibilities.
- Meet with his/her Facilities Area Coordinator(s) as required.
- Never improperly use or neglect departmental equipment (cellular phone, keys, access, pins, etc.). Misuse of said equipment may subject FAs to termination and additionally FAs may be billed for the replacement of this equipment.
- Never improperly use or abuse departmental software (access to information available on StarRez, the Housing Wiki, W: drive, etc.). Misuse of said software may subject FAs to termination. Additionally, FAs may be referred to the Dean of Students for further disciplinary action.
- Understand that in the event that occupancy demand warrants it, FAs may be assigned a roommate/suitemate, or relocated to another campus space.
- Adhere to the Housing Services communications standard of responding to e-mails and phone calls from staff members within a 24-hour time period. This standard does not include on-call situations that require an immediate response.
- Update their preferred email address listed in WhentoWork.Com (student employee scheduling software).
- Present themselves as professionals at all times. The live-in FA position is such that staff may be called on throughout the day and night to perform their duties (example: fire alarms, Detex alarms, etc.), even when not scheduled.
- Uphold and support the university and Housing Services' mission statements and commitment to diversity.

ON-CALL EXPECTATIONS

While on-call, FAs are expected to:

- Pick up the designated mobile phone and materials from his or her respective Area Office (Munroe, Sanctuary, or Corcoran) at or before 5:00pm. Each FA on-call will call (not text) up to the Facilities Area Coordinator to communicate that he/she has picked up the cell phone and is working the shift. The FA must complete this call at the start or before the start of his/her shift. The FA will also forward the FA phone to the area hotline number. Missing a shift, failure to be on time, or failure to relay appropriate information may result in progressive discipline, up to and including termination.
- Know the shift schedule. 5PM – 9AM (Sunday – Thursday) and 5PM – 5PM of the following day (Friday, Saturday, Holidays, and in the event of a university closure).

- Know the on-call structure. During the academic year, there will be three FAs on-call after business hours. One Facilities Assistant per area as shown below:

EAST:

- Corcoran Hall
- McCabe Hall
- Seton Hall

CENTRAL:

- Centennial Hall
- Sanctuary Hall
- Sanctuary Townhomes
- Sheffield Square Apartments
- Vincent & Louise House

WEST:

- Belden-Racine Hall
- Clifton-Fullerton Hall
- Munroe Hall
- University Hall

- Know break period on-call structure. Summer and December intersession shift structure may be adjusted depending on number of open halls.
- Be on campus and return calls within 5 minutes. A 10 minute grace period has been set as a general guideline for the maximum time it will take an FA to arrive on location should his or her presence be required. Should the FA be unable to arrive on location within 10 minutes due to another position related issue, the two other FAs who are on-call will be contacted to request assistance.

In certain circumstances, an FA may request that the front desk contact the other area FAs. Emergencies always take priority. Outside of legitimate technical problems, missed or ignored calls, or a response to a call outside of 5 minutes may be cause for progressive discipline.

- Submit an on-call shift event log by 12PM of the following day via the shift event log form link. In the event of an emergency (e.g. fire alarm, hazardous material, flood, etc.), information must be submitted by 9AM on the following morning.
- Cover holiday shifts. Holiday on-call shifts are defined as 24-hour coverage of the Residence Hall areas during times that the University is closed. A partial list of holidays includes Labor Day, Thanksgiving, Christmas, New Year's, Good Friday, etc. All University holidays are located on the academic calendar.

BUILDING / ROOM INSPECTION EXPECTATIONS

FAs shall:

- Be available during designated inspection timeframes. No vacation / time-off requests will be honored during facility inspection timeframes to ensure a fair division of labor between FAs.

FAs perform quarterly Facility Inspections across campus in their assigned areas. FAs will also perform pre-opening and closing room and apartment inspections to assist with the Housing Condition Report and Damage Billing Processes.

- Submit community inspection reports and enter all work orders by NOON the following business day after the inspection. Staff will perform inspections Monday through Friday. Community inspections are submitted via the Community Inspection Form and turned into the appropriate Area Office. Failure to document and report issues may result in progressive job action or possible termination.
- Communicate any issue of an inspection form being turned in late to his/her respective FAC prior to the time the paperwork is due. It is the responsibility of the FA to make sure his/her email is functional, to report technological problems to supervisors, and/or find alternate methods of submitting paperwork on time.

CHECK-INS, CHECK-OUTS, & ROOM CHANGES

FAs shall:

- Assist with fall quarter opening check-ins, fall quarter closing checkouts, and spring quarter closing checkouts. FAs will also assist with check-ins and checkouts throughout the academic year, including student room changes and cancellations.
- Be responsible for primarily after-hours and weekend check-ins/outs. This includes providing new residents with keys, paperwork, temporary access, and check-in using the housing management software. Checkouts include receiving keys, temporary non-photo IDs, and appropriate paperwork from departing residents.

FA APARTMENT EXPECTATIONS

- FAs are bound to the same rules and regulations that bind all residents who live on campus in regards to damage billing and housing violations. Failure to abide by the rules set forth may result in progressive discipline, up to and including termination, judicial action, and damage charges where appropriate. Please refer to the *Guide to Student Housing* and Code of Student Responsibility for more information.
- Facilities Area Coordinators will inspect FA apartment units on a quarterly basis if necessary as well as at the end of spring quarter.

SHIFT KEYS / HALL ACCESS – USE & MISUSE

- FAs will be issued unique pins to access shift keys. FAs will also be provided with all-hall swipe card access allowing the ability to open multiple rooms, apartments, halls and/or facility areas.
- FAs are granted access to enter offices via trilogy lock using a specific pin.
- Abuse or misuse of key pins and hall access as well as loss of assigned keys may result in progressive discipline, up to and including termination, and any accompanying charges.
- FA staff pin functions will be cancelled and hall access will be removed in the event of resignation, termination, graduation, or otherwise in the event he or she is no longer working as an FA.
- Failure to return apartment keys will result in fees for core/lock changes for which the FA is responsible.

ACADEMIC REQUIREMENTS

- FAs must carry at least the minimum full-time student load, twelve (12) hours, but no more than eighteen (18) hours, unless the Facilities Area Coordinator approves the course load. The FA should work with his/her supervisor if it is necessary to take more than 2 night courses for graduation.
- FAs must maintain at least a 2.50 cumulative average during their time of employment. The Facilities Area Coordinators may inquire about academic performance during 1:1 meetings with FAs to ensure that FAs are maintaining their GPA requirement.

ADDITIONAL EMPLOYMENT

FAs may not have other employment (on or off campus) without the approval of the supervisor. It is the responsibility of the FA to make his/her supervisor aware of any additional employment beyond the FA position. Any employment is limited to 10 hours a week. DePaul University Student Employment policy states that FAs are allowed to work no more than 10 hours weekly on-campus in addition to their FA position and BCIS/Visa requirements do not allow international students to have any employment in addition to their position as an FA.

STUDY ABROAD / INTERNSHIPS

Students may not study abroad during their appointment as an FA. FAs are also prohibited from having an internship requiring more than 10 additional hours per week during their appointment. As with all outside employment, the internship must be discussed with Facilities Area Coordinators in advance.

APPOINTMENT

- The Facilities Area Coordinators will evaluate FAs' position performance in accordance with the Career Center and Human Resources guidelines each quarter.

- Resignations must be submitted, in writing (e.g. letter or email), to the direct Facilities Area Coordinator supervisor. As a courtesy, Housing Services requests that resignations be submitted 2 weeks prior to the expected last day of employment.
- FA positions do not automatically renew from academic year to academic year. FAs must reapply for subsequent years.



DePaul University

Position Description

DEPARTMENT: Housing Services

DIVISION: Facility Operations

POSITION TITLE: Facilities Assistant

REPORTS TO: Facilities Area Coordinator

WORK HOURS: *Approximately 80 Hours/Month*

General Summary

Reporting to the Facilities Area Coordinators, the Facilities Assistant (FA) is a part-time student staff member. The FA works in a housing area and has day-to-day facility responsibilities for identifying and responding to facility issues and projects.

Principal Duties and Responsibilities

1. Identify and respond to student housing facility issues, report concerns and act on facility crises that occur. Perform frequent inspections of assigned facilities. Report any damages, cleaning issues or inoperable equipment. (20%)
2. Conduct regular room/apartment inspections (at a minimum quarterly). Inform residents of problems identified. Provide summary of findings. Submit work orders as needed. (15%)
3. Complete room/apartment condition reports for each space. Check all residential keys prior to opening and after closing and maintain these keys throughout the year. Coordinate the building's opening and closing procedures relative to facility use. (25%)
4. Follow-up with residents on any outstanding work order requests for which further clarification is needed. Address student issues relative to facility misuse. Identify building damages and inform residents of charges. (10%)
5. Perform check-ins and checkouts throughout the year in response to room/apt. changes, student cancellations and new assignments. Also, assist in the process of maintaining accurate occupancy records by periodically checking on the residency status of students in the housing system. (10%)
6. Address student and parent issues in order to resolve them in a satisfactory manner. Clarify standards for condition of housing. Explain facility response time and relevant procedures. (5%)

7. Perform administrative functions such as processing paperwork, organizing files, updating student room and apartment files and other tasks as needed. (5%)
8. Provide routine on-call shift coverage in an area for responding to issues and emergencies within the appropriate response time. Responsible for assisting residents when locked out while on-call. Submit reports of all issues and emergencies in appropriate time and manner. (10%)
9. Other duties as assigned by Housing Services management staff.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Ability to organize several projects and tasks with multiple deadlines
- Ability to effectively interact with resident students and their guests
- Ability to communicate effectively in written and oral form
- Appreciation for and commitment to multiculturalism
- Must be available by mobile phone while on-call

POSITION QUALIFICATIONS:

Applicants must be full-time undergraduate DePaul students. Previous facility and/or housing experience preferred.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. DePaul management reserves the right to amend and change responsibilities to meet business and organizational needs.

As an Equal Employment Opportunity (EEO) employer, DePaul University and the Residence Life Office provide position opportunities to qualified individuals without regard to race, color, ethnicity, religion, sex, sexual orientation, national origin, age, marital status, physical or mental disability, parental status, housing status, source of income or military status, in accordance with applicable federal, state and local EEO laws. All candidates for employment shall receive consistent and equitable treatment.