



Residence Maintenance Crew Summer 2010 Position Description Housing and Dining Programs

General Description

The Residence Maintenance Crew member (RMC) is a student staff member of Housing and Dining Programs and a member of the University's Office of Campus Life. The RMC fulfills a vital role in the residence hall system by assisting in the upkeep and maintenance of the residence hall buildings and facilities related spaces. This is done through minor repairs, lounge setups, and preventative maintenance.

The RMC reports to the Facilities Coordinator (FC). The Facilities Coordinator is chiefly responsible for the overall management and operation of the Residence Maintenance Crew. The RMC is expected to work closely with other staff members (Desk Receptionists, RAs, RDs/ADs, Desk Coordinators, etc.) within the building as well as across campus.

Student Status

The RMC is a full-time student at American University. RMCs must maintain a 2.5 grade point average (GPA) or higher from the date of application through the date of separation.

Time Commitment

RMCs are responsible for working 35 hours per week. RMCs must discuss outside commitments with their supervisor prior to beginning their positions. If performance is compromised because of outside commitments, the RMC may be given a recommendation from his/her supervisor to limit outside commitments in order to improve performance. Continued poor performance may result in employment probation or dismissal. Summer RMCs are allowed one week vacation which must be scheduled with the FC during training.

RMCs will be responsible to work at least one on-duty shift during the summer. This requires the RMC to be available after hours for a designated week. During this time period the RMC will only be contacted in case of emergency.

Training Requirements

RMCs must attend and participate fully in staff training from May 6 – 11, 2010

Position Requirements

The RMC is responsible for the following tasks:

- Must be able to work 35 hours per week.
- Provide a high level of customer service to all residents and guests.
- Read, sign, and abide by the policies as set forth in the Residence Maintenance Crew Guidelines for Employment.
- Wear staff shirt at all times when on duty.
- Complete and sign online timesheet by scheduled date.
- Meet with Facilities Coordinator at needed and required times.
- Provide support to summer housing operations as directed
- Conduct thorough weekly walk-through of assigned building(s)
- Assess and repair, and/or report problems encountered during walk through
- File appropriate maintenance requests with Facilities Management Customer Service Center (2FIX) and follow up to ensure timely resolution – immediately report any lack of timely response
- Report Housekeeping (ARAMARK) concerns as necessary to Facilities Coordinator
- Follow established procedures/processes, and complete forms and reports as appropriate
- Oversee and maintain accurate records of all inventories
- Proactively order needed supplies, tools, etc., through Facilities Coordinator ahead of time to avoid delays in service
- Expedite outstanding work orders from Facilities Management
- Provide support for opening, closing and transitions of housing facilities
- Assist hall staff with hall/campus emergencies as necessary
- Participate in **evening on-call duty coverage** for entire campus once during Summer
- Participate in **weekend on-call duty coverage** for entire campus once during Summer
- Other duties as assigned

Failure to perform any of the above duties and responsibilities may result in probation or termination. The RMC must also abide by all policies and regulations of American University, as well as federal and local jurisdictions.

Compensation

Summer RMCs will receive an hourly wage of \$8.25 for all shifts worked, as well as, all training sessions and meetings. A single room will be provided at NO COST to each RMC for the duration of their summer employment. If the RMC terminates employment before