

Summer Residence Life Intern Job Description

The Summer Residence Life Intern position begins Saturday, May 9, 2020 and ends Sunday, August 23, 2020. Candidates who can work until September 7, 2020 are strongly encouraged to apply.

Compensation

Room and Board

Office Work – Approximately \$12.75/hour for 35 hours per week

Job Responsibilities:

General Job Expectations

- Meet weekly with Assistant Director of Residence Life Operations and/or Student Support Coordinator
- Develop a consistent work schedule with Assistant Director of Residence Life Operations
- Assist with Clark Hall front desk coverage, as needed
- Assist with and support house programming efforts of summer HR and HC
- Cover work duties for summer HRs and HCs, when needed
- No more than 1 week away is permitted during contracted period (entire summer)

Housing Assignments in The Housing Director program

- Organize and manage first-year student housing preferences from Residence Life Information Form
- Coordinate roommate matching for entering students
- Assist with Post Room Draw Change form assignments
- Create assignments for new transfers, readmitted students, visiting students and Ada Comstock scholars
- Inventory all academic year keys
- Coordinate lock changes and key billing with lockshop for academic year assignments

Phone/Email Correspondence

- Answer phone calls and respond to emails from reslife@smith.edu account
- Correspond with new and returning students via email and phone, in addition to possibly corresponding with parents, with an emphasis on good customer service and professional etiquette

Summer Housing Assignments and Responsibilities

- Assist with coordination of assignments for current and incoming students each week
- Handle updates and custom reports in summer housing database
- Send weekly email updates to students moving in and moving out
- Keep up-to-date with new summer housing applications and dates of occupancy
- Coordinate staffing of Summer Housing Sunday key pick-up/return with Summer HRs/HCs
- Communicate with Summer HRs/HCs regarding students arriving and departing each week
- Help coordinate weekly keys and OneCard access for all summer housing
- Assistance with key kiosk distribution and collection of keys
- Administer OneCard access in Ocweb program
- Maintain records for billing of lost keys

Qualifications:

- Knowledgeable about Smith rules and regulations
- Good understanding of Smith housing culture
- Working knowledge of Google Suite software
- Working knowledge of Excel spreadsheets
- Working knowledge (or willingness to learn) PDF editing
- Excellent communication skills
- Ability to work independently
- Maintain confidentiality with student information and records
- Willingness to work hours in the evenings and on weekends, as needed
- Sunday hours required (12pm-4pm)