FURNITURE CREW SUPERVISOR
POSITION DESCRIPTION AND EXPECTATIONS

The Furniture Crew (FC) Supervisor staff position is an integral member of the Department of Residence Life team, serving as representative of the department and Loyola University Chicago. The FC Supervisor serves as a service provider and resource for current Furniture Crew staff, residential students, other departmental staff, and the greater University community. As a member of the residence life team, the FC Supervisor works collaboratively with other staff members to ensure effective and efficient delivery of services and information. The FC Supervisor 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, the FC Supervisor is responsible for assisting with day to day facilities and operations responsibilities. The FC Supervisor is a paraprofessional staff member of the Department of Residence Life and reports directly to a professional staff member.

Minimum Qualifications
The FC Supervisor:
- Must have a 2.5 cumulative GPA at the time of application and maintain a 2.5 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, including no significant or recent student conduct history.
- Must successfully pass a criminal background check conducted in conjunction with the Human Resources office prior to employment.
- May not hold another FWS funded position during their employment in the FC position.

Preferred Qualifications
While not required, preference may be given to FC Supervisor candidates who:
- Have previous Furniture Crew experience.
- Have previous leadership or supervisory experience.
- Are willing and able to serve in this capacity during the summer following their academic year appointment.
- Are eligible for Federal Work Study.

Position Responsibilities
The FC Supervisor:
- Will complete minor furniture repairs (e.g. repair a broken dresser or desk drawer, repair loose joints on a table or chair, diagnose and repair a bed), accept deliveries and coordinate placement of furniture and supplies, and oversee FC’s role in opening and closing the residence halls.
- Will assist in the planning and execution of FC training.
- Will manage work requests, including assigning tasks to FC members and tracking progress to completion.
- Will manage communication of work requests to students including crew repairs and bunking and lofting.
- Will develop and coordinate the FC schedule, including tracking absences and time off requests.
- Will assist in ensuring quality and accuracy of work conducted by Furniture Crew by performing quality checks and helping to correct issues.
- Will work with the Housing Operations Coordinator on special projects, serving as the point person in organizing the FC staff for those projects.
- Will work with the Housing Operations Coordinator to address performance issues of FC members.
• Is expected to maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
• Is 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 they pertain to the position.
• 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.

General Expectations
The FC Supervisor:
• Serves 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.
• Is expected to support the vision, mission, values, philosophies, and goals of the department as employees of the Department of Residence Life.
• Will help to create and maintain a friendly, respectful, and accepting 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 FC Supervisor:
• Is a role model for Furniture Crew members as related to knowledge of job responsibilities, modeling responsible behavior, and upholding safe work practices.
• 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 professional 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 and through direct supervision.

Time Commitment
The FC Supervisor:
• Will be scheduled for no less than 8 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 early morning, evening, and weekend shifts scheduled during peak time periods (e.g. hall opening/closing).
• Will be scheduled for approximately 35 hours per week during the summer.
• 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
FC Supervisor:
• Is compensated with $14.00 per hour for each hour worked, paid bi-weekly via direct deposit.
• Is responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.
• Is not required to maintain Federal Work Study (FWS) funding for the duration of their employment, but this funding eligibility is strongly preferred. Employees with FWS are:
  o Responsible for verifying and providing proof of FWS funding status at the start of employment as well as maintaining record of remaining funds throughout the academic year.
  o Responsible for maintaining Federal Work Study (FWS) funding for the duration of their employment. In the event that the SOA depletes their FWS funding or their eligibility changes while employed in the position, decisions regarding continued employment will be made on a case-by-case basis.