SUMMER FURNITURE CREW
POSİTİON DESCRIPTION AND EXPECTATIONS

The Summer Furniture Crew (FC) 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 staff serves as a service provider and resource for current residential students, other departmental staff, and the greater University community. As members of the residence life staff, FC members work collaboratively with other staff members to ensure effective and efficient delivery of services and information. Together, FC members 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, FC members are responsible for assisting with day to day facilities and operations responsibilities. The FC member is a paraprofessional staff member of the Department of Residence Life and reports directly to a professional or graduate staff member.

Minimum Qualifications

- FC members must be and remain in good standing with the Department and University, including no significant or recent student conduct history.
- Prior to employment, FC members must successfully pass a criminal background check conducted in conjunction with the Human Resources office.

General Expectations

- The FC member 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.
- The FC member will be knowledgeable of and able to communicate departmental procedures and policies to residents.
- As employees of the Department of Residence Life FC members are expected to support the vision, mission, values, philosophies, and goals of the department.
- The FC member will help to create and maintain a friendly, respectful, and accepting atmosphere in the departmental office.
- The FC member 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 member is responsible for abiding by and upholding all residence hall and university policies.
- FC members are expected to serve as positive role models for all students. This includes but is not limited to modeling appropriate and mature behavior on and off campus as well as via digital and social media.
- The FC member is expected to fulfill all expectations as described and provided in training sessions, the Student Staff Manual, and through direct supervision.

Position Responsibilities

FC members will:

- Maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
- 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 it pertains to the position.
- Assist in minor repair, delivery and arrangement throughout the academic year including campus opening and closing periods.
• Uphold and maintain confidentiality with sensitive student information.
• Maintain a high level of professionalism in communication with residents, staff and guests.
• Become familiar with the different offices and services available to students at the University in order to make appropriate referrals to residents and visitors.

**Time Commitment**

• The FC member will be scheduled for approximately 20-40 hours per week during the term of employment. These hours will be scheduled between 8:30 am and 5:00 pm when the departmental office is open for business, but may include periodic weekend and evening shifts.
• The FC member will attend and actively participate in any mandatory staff meetings and training sessions as scheduled.
• FC members are expected to assist with office coverage during days when the University is open. No vacation/travel plans should be made until office coverage has been assigned.
• FC members must request and obtain approval from a supervisor prior to any shift changes or absences.

**Compensation**

• FC members are compensated with $13.50 per hour for each hour worked, paid bi-weekly via direct deposit.
• The FC member is responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.