

Yale HOUSING

Job Title: Housing Intern

Department: Yale Housing

Position Focus:

Reporting to the Assistant Housing Operations Manager (AHOM), the Housing Intern (HI) will work closely with a team of Housing Interns and other seasonal and full-time staff to coordinate all residential aspects of participants' arrivals, stays and departures. This includes residential assignments, facility coordination, custodial services, billing reports and other logistical needs as necessary, utilizing the StarRez Housing database. The Housing Intern is responsible for supporting the housing team in administrative support of data entry, customer service, and StarRez management for more than 6500 academic year students, 10,000 summer guests, and over 5000 beds in the housing software. The OA will assist in the management of registration, housing only groups, and logistics of all summer programs including post-term, Commencement, and Reunion housing. The Housing Intern will aid the housing team with development, testing, and logistical planning.

As a support for Yale Conferences & Event's (YC&E) summer operation, the HI will assist with the opening and closing of colleges, budgetary planning and coordination of resources, and auditing of summer housing data. The Housing Intern will be expected to cultivate and develop beneficial relationships with internal and external service providers and serve as a liaison with numerous university departments and external organizations. The HI will provide on-site comprehensive management of housing procedures and vendor deliveries as dictated by the Yale Housing and customer service needs, maintaining a high level of customer service to clients and participants while demonstrating responsiveness and professionalism. The Housing Intern will assign tasks to staff daily, utilize StarRez, Trello, and Salesforce to work on housing projects, interact with clients, plan resources, support housing registration and manage tasks. The Housing Intern works closely with the summer staff, particularly the Assistant Office Manager, Operations Leads and Resource Coordinators, to comprehensively support all housing and operations endeavors.

Principal Duties:

Administrative/Office Operations

- Work with Housing Team to organize, coordinate, strategize and troubleshoot participant data and housing assignments. This includes checking data validity and providing various report types including group/session data reconciliation and accurate production of final housing reports.
- Review and maintain accurate data in Salesforce, StarRez and Trello management systems.
- Supervise and assist with staff and participant check-in/check-out services, and tasks delegation
- Provide a written account of unacceptable behavior/incidents and or damages on the Incident Report document.
- Assist with the start-up and opening of the central office with necessary manuals, guides, and supplies (office supplies, linen packs, air conditioning units, etc.), monitoring inventory and replenishing as necessary, establishing a level of quality control.
- Manage shutdown procedures for residential college(s). Organize and facilitate end-of-season inventory and manage the end of summer closing.
- Assist with special projects or other duties as assigned by the ROM, AHOM or other Conferences & Events personnel.
- Participate in all meetings with YC&E and Yale Housing staff.

Staff Supervision

- Assist with aspects of training the summer staff

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- Assist with supervision of the summer office when the AROM, AOM are not at the office.
- Oversee and utilize Operations Coordinators to execute and complete tasks and follow up with staff ensure satisfactory completion through task management.
- Encourage Operations Coordinators to find ways to streamline office operations.

Facility Management

- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Monitor inspections to ensure all suite rooms, bathrooms and areas are prepared by the custodial staff prior to group arrival.
- Follow-up on facility work request(s) in your building(s) and ensure tickets are closed in an adequate timeframe.
- Maintain regular monitoring of all residential college(s) areas.
- Report all concerns to the Assistant Residential Operations Manager.

Client Relations

- Have a full understanding of each program's operation and daily logistical needs.
- Provide exceptional customer service.
- Develop community and peer relationships, build rapport that fosters open communication, and act as a positive role model.

Skills and Abilities:

1. Quick learner. Excels in fast paced, results oriented, community environment. Flexible upbeat team player with a strong work ethic.
2. Strong analytical skills and creative ability to troubleshoot problems as they arise.
3. Proven record of superior customer service. Ability to work with a range of individuals to adopt and exceed customer expectations.
4. Talented problem solver, able to react quickly and have composure under pressure. Ability to exercise good independent judgment, working with multiple stakeholders.
5. Highly proficient at managing multiple priorities while exceeding client expectations. Superior organizational skills and flawless attention to detail.
6. Excellent written and verbal communication skills, superior interpersonal skills. Ability to articulate ideas.
7. Solid working knowledge/proficiency of computer-based systems including Excel, Word, PowerPoint, and Zoom software.
8. Possesses knowledge of or is quick to pick up various technology platforms including StarRez, Salesforce, Trello, When I Work, and Outlook.

Experience and Education:

- Bachelor's degree in a related field (or be on course to complete degree) or one or more years of operations related experience or an equivalent combination of education and experience is required.
- Experience in housing or operations and customer service in a university setting is preferred.
- Familiarity with StarRez, Salesforce, Trello, or related technology is preferred.

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Duration: **Start:** February 2027

End: August 2027

- Part time hours (10-20) from February through May, and after summer concludes.
- Full time hours (37.5) from May through August.
- Night and weekend work included throughout the year.
- The possibility exists for additional hours during peak periods.
- Position can potentially extend through December 2027.
- Work to begin the last week of February.

Compensation

- \$19.00 per hour
- On campus housing from June to August.
- During Summer months a meal plan is offered when the dining halls are open.

Application:

To apply, please visit our portal at <https://yale.starrezhousing.com/StarRezPortalXEmployment> or scan the QR code below. For more information visit our website at <https://conferencesandevents.yale.edu/about-us/employment> or inquire with ycerecruitment@yale.edu.

