

Yale Conferences & Events

Job Title: Residential Assistant

Department: Yale University Conferences & Events

Department Description:

Yale Conferences & Events (YC&E) provides comprehensive program planning services, serves over 15,000 program participants, and manages approximately 100 non-accredited programs each year. Many of YC&E's activities are focused on high school, college, and adult summer programs. Please visit <http://conferencesandevents.yale.edu/> for more information.

Job Description:

The Residential Assistant (RA) will report to the Office Manager and work closely with a team of 5 – 6 Residential Assistants, Operations Leads, Operations Coordinators, Yale Housing, YC&E Staff, and C&E interns. The Residential Assistant is responsible for the global evening oversight and indirect supervision of programs within residential spaces during summer months. The RA will be physically present in assigned residential spaces, complete multiple rounds throughout buildings and grounds, inspecting common areas, monitoring night events, reporting damages and submitting incident reports when needed. The RA acts as an adult presence, dines with program staff and participants and attends functions when applicable in residential spaces in the evenings to ensure compliance with noise and other regulations, governing program participant behavior. The RA will provide a high level of customer service and support to clients and participants while demonstrating responsiveness and professionalism. The RA will ensure that the experience of every program participant meets Yale's standard of excellence. The RA will engage with program staff, YC&E staff, Housing staff, internal resource providers and college administration. The RA liaises with program and YC&E staff regarding facilities issues, attends meetings and provides ongoing feedback and assessments to YC&E leadership.

Principal Duties:

Administrative/Office Operations

- Maintain daily contact with the Office Manager to ensure that the nightly report is accurately kept and reflects all activities.
- Enforce university rules and regulations, specifically pertaining to Exhibit B (terms and conditions) and orientation requirements.
- Provide a written account of unacceptable behavior/incidents and or damages on the Incident Report document. As each occurrence arises communicate daily to the Office Manager, Residential Operations Manager (ROM), and YC&E leadership team.
- Check in with the Office Manager and the Operations Lead at designated colleges at the beginning of the shift to assess needs.
- Ability as needed, to check participants in and out of the Residential College and issue and collect room keys and access cards.
- Assist with special projects or other duties as assigned by the Office Manager, Residential Operations Manager (ROM) or other Conferences & Events personnel.

Client Relations

- Interact daily with clients in an informal setting to establish a relationship that promotes trust, respect, and support.
- Be the first point of contact with clients on campus and ensure client satisfaction.
- Have an understanding of each program's operation and daily logistical needs.
- Greet participants and handle all inquiries, providing exceptional customer service.
- Develop community and peer relationships, build rapport that fosters open communication, and act as a positive role model.

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University Relations

- Develop consistent methods of enforcing university rules, regulations, and procedures.
- Manage communications within programs, buildings, vendors and Yale departments.
- Perform tasks including classroom checks, event coverage and dining hall observations (dinner).
- Assist with classroom signage by making sure signage is picked up and posted at appropriate locations across campus in a timely manner.
- Assist with on-site event coverage such as registration, transportation, food and beverage, material transport, set up and break down of equipment, location, entertainment, and vendor liaison.

Facility Management

- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Maintain regular monitoring of residential college(s) common areas and courtyard(s) on foot to ensure compliance.
- Inspect all building areas continuously and report any maintenance or cleaning issues to custodial or facilities representatives, ensuring timely resolve.
- Report room and/or furniture damages to the Residential Operations Manager and Facilities Superintendent.

Required Experience/Education:

- Graduating college senior, graduate level student, or recent graduate preferred.
- Customer Service and University Housing experience preferred.

Required Skills & Abilities:

- Strong oral and written communication skills for telephone, email, and personal contact.
- Basic/intermediate excel skills.
- Resident Assistant (RA) experience preferred but not required.
- Ability to take appropriate safety actions in emergency situations.
- Pleasant, helpful attitude, and ability to provide exceptional customer service.
- Willingness to work diligently and independently.
- Ability to use conflict resolution skills and techniques to solve problems.
- Attention to detail, advanced organizational skills, and professional appearance.
- Self-starter, dependable and thorough, and possess a strong work ethic.
- Ability to be on your feet for the entire shift.
- Ability to lift 25 lbs.

Duration:

- Virtual Training Dates: Monday April 28, 2025, to Sunday, May 11, 2025
- On Campus Employment Dates: Monday, May 12, 2025, to Friday, August 8, 2025

This position requires availability to work any weekday (Sun. – Thur. 4:00pm - 12:30am) and weekend (Fri. – Sat. 5:00pm -1:30am. Holidays work is regularly required. With approval, additional compensation may be available for off-hours work and meetings. Training for the position will begin with virtual learning sessions and then followed by in-person sessions on campus. **Exemptions to the start and end date may be available with approval and will be discussed during the interview. If concerned about the start or end date, it is encouraged to reach out to ycerecruitment@yale.edu for discussion. Schedule will Vary each week with days off usually occurring on weekdays. Some day shifts may be required sparingly throughout the summer.

Summer Benefits and compensation:

This position is 32-40 hours per week. This position offers the following benefits:

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- \$19.00 per hour.
- Free accommodation in a single room in Yale Residential College (Live in not required) (approximate value \$7000).
- Meal Plan: three meals per day at Yale Dining Halls during their summer operation period (approximate value \$4000).
- Gym Membership.
- Yale ID for employment, which gives access to the Yale shuttle system, discounts at local establishments and museums.

**When/if Yale Dining Halls are closed, staff are responsible for providing their own meals.

**To be eligible to receive the room and board benefits, candidates must be available to work over 24 hours a week.

**Housing and dining subject to public health guidance and changes to Yale's COVID-19 policies.

**On-campus housing will only be available May 9 – August 8. Housing will not be provided outside of those dates.

Application:

To apply, please visit our portal at <https://yale.starrezhousing.com/StarRezPortalXEmployment> or you can go to our website at <https://conferencesandevents.yale.edu/about-us/employment> . The priority deadline for applications is Friday, January 24. Application will officially close on Sunday, February 23 at 11:59pm. If you have any questions, please visit our website at <https://conferencesandevents.yale.edu/> or reach out to us through email at ycerecruitment@yale.edu.

