Job Title: Intersession Housing Support Staff (IHSS)

Department: Yale University Conferences & Events (YC&E)

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. A majority 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 Intersession Housing Support Staff (IHSS) is a temporary position that is only available to students that will be residing on Old Campus during the University intersession, which is November 20, 2020 – January 31, 2021. The IHSS will report to YC&E staff and work closely with other seasonal and full-time staff to facilitate the removal and delivery of student belongings on campus. The IHSS will be expected to provide a high level of customer service while demonstrating responsiveness and professionalism. The IHSS serves as a knowledgeable professional and primary asset in moving process on campus. Individuals will be asked to know and understand how to utilize the Google platform. Intersession Support Staff will be expected to cultivate and develop relationships with internal and external service providers and serve as a liaison between housing operations and other university departments. ***Please note, the position’s assigned weekly work hours will vary based upon YC&E needs. IHSS will be scheduled for minimal hours or be alerted of open shifts on an as needed basis. Staffing for open shifts will be on a first come first serve basis.***

Principle Duties:

- Conduct room checks in the Residential Colleges and Old Campus to identify and locate student belongings.
- Contact students to identify their belongings, when necessary.
- Record all findings from the room checks in Google sheets and other platforms, where necessary.
- Place labels on student belongings to indicate the appropriate classification of belongings.
- Take photos of findings and label in Google folders.
- Act as an escort and assist contractors in gaining access to student rooms.
- Load, set up, and deliver materials to various residential colleges and building as needed.
- Monitor building key inventory including testing, replacing, and accounting of all keys for the building.
- Maintain the security of the keys and keep a detailed log of all keys being issued and returned.
- Ensure all equipment being used is returned to its proper place after each shift.
- Complete various assigned tasks across campus in a timely manner.
- May include cross-training for Housing Office duties supporting isolation housing procedures, etc.
- Assist YC&E staff with Ad Hoc tasks that may arise.

Required Experience/Education:
Must be at least a college undergraduate. Customer service and/or operations experience preferred.

Required Skills & Abilities:
- Strong oral and written communication skills for telephone, email, and personal contact.
- Must have a pleasant, helpful attitude, calm under pressure and enjoy customer service.
- Must have the ability to encourage and motivate others to work as a part of a team and adhere to deadlines.
- Attention to detail, organized, patient, and maintain a professional appearance.
- Highly proficient at managing multiple priorities while exceeding client expectations. Demonstrated ability to multitask ad deliver requested results.
- Willingness to work diligently and independently.
- Candidate must be dependable and thorough.
• Prior CRM and/or event management software experience is helpful but not required.
• A strong work ethic and internal drive to continually improve will be expected.
• Ability to repeatedly lift 25 lbs.

**Duration:**
Start: November 20, 2020 or sooner
End: January 31, 2021 or later

This position is only available to students residing on Old Campus during the University intersession, which is November 20, 2020 – January 31, 2021. The schedule will vary each week with weekend and holiday work regularly required. **A few exemptions to the start and end date may be available with approval from YC&E staff.**

**Benefits:** $13.00 per hour; up to 40 hours per week. A Premium shift differential will be paid for work on holidays and certain other Yale designated recess days.