WHAT IS AN OPERATIONS ASSISTANT?
An Operations Assistant (OA) is a current College of Charleston student who is a part of the operational team that prepares residence halls and houses for conferences. Operations Assistants are responsible for a myriad of tasks related to reviewing paperwork, checking and packaging keys, and staffing check in locations for conference groups. They also work in the main Campus Housing Office providing customer service support to the staff. Operations Assistants are to present a positive image of the College of Charleston by having excellent customer service skills, a pleasant demeanor, helpful disposition and responsive attitude.

SUPERVISION
Operations Assistants are under the direct supervision of the Campus Housing Coordinators and are responsible to the Campus Housing Office.

JOB REQUIREMENTS
- OAs must be current CofC students with a cumulative GPA of 2.5 at the time of application.
- OAs must be in overall good standing at the College of Charleston.
- OAs must be enrolled for the Fall 2019 semester at the College of Charleston.
- OAs must be available to work Monday- Friday 8:00am-6:00PM, with occasional evening and weekend.
- OAs must be able to work May 3rd through August 5th.
- OAs may not hold any other jobs during the conference season.
- OAs must demonstrate leadership and administrative skills.
- OAs must participate in a training program. Dates to be determined.
- OAs must have a recommendation from a previous supervisor or employer, faculty or campus staff member.
- OAs must be able to travel an urban campus during warm summer months, climb stairs and lift a minimum of 25lbs and repeat repetitive tasks.

EXPECTATIONS
- Be knowledgeable of all College of Charleston, Campus Housing and Residence Life policies.
- Be familiar with services and amenities provided to guests and groups.
- Be able to assess situations in order to take initiative and respond with good judgment.
- Present quality customer service to conference guests, students and visitors.
- Work at minimum 40 hours per week on campus or at in the Campus Housing Office (40 Coming Street).
- Work cooperatively as a part of the Summer Conference team.
- Work independently, sometimes under pressure.
- Attend all training sessions and staff meetings arranged by the Campus Housing staff.
- Maintain a well-groomed appearance.
- Wear appropriate attire: pants, long shorts, shirt, staff shirts and nametags (shirts and nametags are provided) during normal business hours and all other times when on duty.
RESPONSIBILITIES

- Serve as a College representative and resource person for summer guests.
- Answer and respond to telephone calls promptly.
- Conduct conference key checks of each room and note any deficiencies.
- Sort and prepare keys, access cards and parking passes for group arrival.
- Label and organize check-in information for each group or guest.
- Check-in guests to their assigned residence halls
- Sign in/out Public Safety keys for guests/staff with lost keys.
- Review and update all roster/registration information prior to check-in.
- Collect and review all check-out envelopes after group departure. Update registration cards according to each check-out envelope.
- Assist Conference Hall Director(s) with check-out report after each group departure.

You may also be asked to assist with the following:

- Assist with New Student Orientation.
- Staff residence hall front desks during peak hours and orientation.
- Make beds for conference guests requesting linens.
- Conduct pre and post conference walk through of rooms with Conference Hall Director(s).
- Assume additional responsibilities as identified by Campus Housing Staff

COMPENSATION

- OAs will be paid $10.00 per hour, up to 40 hours per week.
- A bed space will be available during your employment at a discounted rate of $475 per month. Rent is due by the 1st day of each month. (Living on campus is not required for this position.)

Interested candidates should apply online http://housing.cofc.edu/apply-for-housing/summer-housing-and-employment.php. Applications will be available starting February 15, 2019.