

## Summer Housing Assistant Position Summer 2025

### STATEMENT OF PURPOSE:

Reporting directly to the Assistant Director for Conference, Graduate, and Specialty Housing and the Summer Housing Managers, the Summer Housing Assistant (SHA) serve under a general charge of supporting the summer housing hospitality desks and room readiness functions in the residence halls on campus. When occupied, the desk operates a nearly 24 hour a day operation and the SHA is responsible for all tasks associated with the desk, check-ins/outs, and will also work occasional service shifts. Room readiness involves inspecting spaces, turn-over touch up cleaning, and correcting or calling to service any minor problems needing remedy prior to occupancy.

SHAs are the face of the University of Delaware and reflect institutional standards. As such, SHAs must abide by all university policies, state, federal, and local laws both on and off campus throughout the duration of their appointment. SHAs are expected to never engage in activities on or off campus that jeopardize their credibility as staff members or activities that make the University legally vulnerable.

### **Primary Responsibilities:**

- **Hospitality Tasks**

- Welcome guests and other visitors; answer questions and make appropriate referrals.
- Respond to telephone calls promptly and accurately.
- Be familiar with the services provided to guests.
- Record guest check-in/out information check-in/check-out sheets.
- Issue and inventory keys.
- Record all job-related information on the desk logs.
- Report building deficiencies to Fixit.
- Secure packages upon delivery and notify intended recipients.
- Forward messages and mail.
- Assist with and maintain an orderly desk appearance.
- Know emergency procedures and assist as needed in emergencies.
- Confront inappropriate behavior in common areas when necessary.
- Complete incident Reports to document problems and disturbances.
- Attend all training sessions and staff meetings.
- Contribute to an inclusive and equitable working environment.

- **Service Administration**
  - Provide each guest with a clean, properly arranged room as required.
  - Perform quality control checks of completed work.
  - Conduct/coordinate public area inspections before any group occupancy.
  - Lock all doors before any group occupancy, unless instructed otherwise.
  - Report work orders in a timely fashion.
  
- **Administrative Duties**
  - Responsible for locating, tagging, and logging all lost and found items.
  - Assist Assistant Director with updates to the service calendar.
  - Maintain all logs and administrative materials used for service operations.
  - Provide administrative support as required.
  
- **Service Tasks**
  - Count and record linens, pillows, supplies, and amenities.
  - Sort and prepare linen after each use for pick-up by vendor.
  - Place linens in guest rooms prior to arrival.
  - Remove linens from rooms post-conference.
  - Perform room cleanings using university procedures post-conference.
  - Note any room deficiencies and report to the supervisor.
  - Perform other service-related duties to meet the needs of a wide variety of conferences and guests.
  - Perform quality control checks of completed work.
  - Conduct public area inspections before occupancy.
  - Move and/or carry linen, tables, tents, chairs, etc. up to 25 pounds.
  
- **All other duties as assigned**

### **Compensation Package:**

- The position is seasonal running from June through August with some work in May primarily after the end of the spring semester. The work can be any day of the week and all hours.
- SHAs are paid an hourly salary of \$15/hr. with a maximum of 28 hours per week.
- This position does not provide University benefits.
- SHAs are provided with on-campus housing (in either traditional or suite style housing) at no cost but are not required to live on-campus.



#### Residence Life & Housing

310 Haines Street  
Newark, DE 19716  
Phone: 302-831-4663  
Fax: 302-831-4266

### Requirements:

- SHAs must be able to attend a one-day training on one of the following dates (training time is paid): May 22, May 28, or May 29.
- Must be able to lift at least 25 lbs.
- Preference given to applicants with a valid driver's license.
- Preference given to applicants who can work through August 25, 2025.

### To Apply:

Please send resume and letter of interest to [reslife-housing@udel.edu](mailto:reslife-housing@udel.edu) or mail directly to Residence Life & Housing, 310 Haines Street, Suite 112, Newark, DE 19716. Employment offers will be conditioned upon successful completion of an interview and a criminal background check.

### Notice of Non-Discrimination, Equal Opportunity, and Affirmative Action

The University of Delaware is an Equal Opportunity Institution. The University's notice of non-discrimination can be found at <https://www.udel.edu/home/legal-notices/>.