

## Summer Housing Manager Positions (4) Summer 2025

### STATEMENT OF PURPOSE:

Reporting directly to the Assistant Director for Conference, Graduate, and Specialty Housing, the Summer Housing Manager (SHM) is a supervisory position that is responsible for assisting in the coordination and preparation of summer housing needs for campus programs and their guests. As a detailed and meticulous position, the SHM will be involved in all phases of the housing planning ensuring that all materials and services are arranged correctly and run smoothly during the program. Groups will include adult/youth conferences, athletic camps, special events, and University of Delaware academic programs. **There are four positions available with different functional oversight**, but all positions are responsible for training, supervising, scheduling, and supporting an extraordinary summer housing experience.

SHMs are the face of the University of Delaware and reflect institutional standards. As such, SHMs must abide by all university policies, state, federal, and local laws both on and off campus throughout the duration of their appointment. SHMs 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.

### **Manager Positions and their Primary Responsibilities:**

- **Manager Position 1: Summer Housing Assistant Supervisor**
  - Schedule and lead team meetings.
  - Schedule hospitality desk staffing.
  - Assist other supervisors with finding replacements or filling in for shifts.
  - Function as a resource for the summer guests and staff members, serve as a liaison in emergency situations.
  - Document performance issues using accountability records and assist with staff performance evaluations.
  - Conduct spot checks of the hospitality desks during daily shifts.
  
- **Manager Position 2: Service Supervisor**
  - Ensure room readiness pre-conference arrival including room set up and linen placement.
  - Review all spaces post conference to inventory any missing or damaged items for billing purposes.
  - Set up room cleaning schedule and ensure that SHA team cleans rooms.
  - Manage all linen needs for each conference.
  - Manage mail and package receipt and delivery.
  - Perform quality control checks of completed work.

### **STUDENT LIFE**

---

- Communicate with custodial team on room readiness.
  
- **Manager Position 3: Key and Card Audit Supervisor**
  - Perform ongoing audits of all keys and access credentials for accurate inventory reporting.
  - Develop and implement systems for key distribution and collection for each group.
  - Develop and implement key loss/lock out protocols.
  - Provide timely reports of any losses and document billing responsibilities.
  - Document any changes related to access materials.
  - Provide administrative support as required.
  
- **Manager Position 4: Customer Service Supervisor**
  - Perform major tasks associated with preparing for and supervising group check-ins and outs.
  - Gather all materials associated with check-in/out (paperwork, tables, chairs, keys, and access cards) and lead the process.
  - Supervise on-site room assignments.
  - Ensure by-room accuracy for assigned groups.
  - Ensure check-in/out sheet and meal cards are properly maintained and secured at hospitality desks.
  - Assist with check-in/out reports for each group.
  - Develop and make available welcome information for each group including building information and local recommendations.
  - Maintain communication with group chaperones.
  
- **General responsibilities for all positions**
  - Assist in the hiring of the Summer Housing Assistant (SHA) staff.
  - Aid in the design and delivery of training and development to the staff.
  - Serve as the on-site liaison for groups in the residence halls.
  - Develop and encourage positive working relationships among SHA staff.
  - Cultivate and develop an inclusive and equitable working environment.
  - Follow up with staff issues.
  - Carry a university provided cell phone all summer except for approved time away.
  - Respond to all calls and ensure the phone is in working order.
  - Serve as a member of the hospitality rotation duty schedule.
  - Prepare for, attend, and participate in meetings that pertain to summer operations.
  - Perform other service-related duties to meet the needs of a wide variety of conferences and guests.
  - Move and/or carry linen, tables, tents, chairs, etc. up to 25 pounds.



#### Residence Life & Housing

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

- **All other duties as assigned**

#### **Compensation Package:**

- All four manager positions are seasonal running from June through August with some work in April and May. The work can be any day of the week and all hours.
- SHMs are paid an hourly salary of \$19/hr. with a maximum of 28 hours per week.
- This position does not provide University benefits.
- SHMs will be provided and are required to live in on-campus housing (in either traditional or suite style housing) at no cost from June through August.

#### **Requirements:**

- SHM must be available in April and May to take part in SHA hiring.
- SHMs 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/>.