

# CHARLOTTE *HOUSING AND RESIDENCE LIFE*

**Job Title:** Conference Housing Assistant - Team Leader (CHA-TL)

**Term:** Summer 2024

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**Employment Dates**

May 20 - August 3, 2024.

Job responsibilities may require a work extension from August 4-7, 2024. Work extensions will be required for any students who do not have a Fall 2024 work assignment. Compensation for those who work from August 4-7 will be paid out at the position’s daily rate.

**Work Schedule**

Staff will average 30 hours per week. Work will be a combination of traditional and non-traditional hours. Early mornings, evenings, and weekends are required. Holiday shifts may also be required. Schedules vary each week, therefore, a regular recurring schedule cannot be guaranteed. Scheduling flexibility is required to be a successful member of the team. Please read the Job Qualifications section below for details about student availability with summer class schedules.

**CHA-TL Compensation**

- \$5,750 stipend (divided into paychecks based on the University payroll schedule).
- On campus housing is provided. The credit is applied to the student account for the full cost of your summer housing in an on campus apartment.

**CHA-TL Minimum Job Qualifications**

- Ability to work from May 20 - August 5, 2024.
- Participate in all virtual/in-person training sessions May 21 - 24, 2024.
- Must have been enrolled in Spring 2024 and Fall 2024 classes at UNC Charlotte.
- Must have a valid US driver's license.
- Must live on campus for the entire summer period.
  - Students who currently live off campus are eligible and encouraged to apply. Those who maintain off campus leases through the summer are required to remain on campus and sleep overnight in their University provided room while they are on duty.
- If enrolling in summer classes, students are allowed to take up to 3 credit hours during any summer term (first half or second half). If a class spans across the full summer term, students will only be allowed to take 3 credit hours for the entire summer. Students must not be taking summer classes that conflict with work hours. Night classes and asynchronous classes are strongly preferred. Summer class schedules must be approved by the Assistant Director for Conferences.
- Must not maintain any other employment.
- This position is to be the principal non-academic activity. Additional social/community and/or extracurricular activities must be approved in advance by the Assistant Director for Conferences.
- Be in good academic standing: minimum 2.5 cumulative GPA.
- Be in good judicial standing: not be on conduct probation with the University.
- Be in good standing with the Department of Housing and Residence Life.
- Agree to the terms of the Work Agreement.

NOTE: Candidates selected for employment will be subject to a criminal background check (CBC) and must satisfy the University's requirements of CBCs. Offers may be rescinded pending unsatisfactory results.

**CHA-TL Specific Leadership Responsibilities**

- Serve as a working peer supervisor and mentor to the CHAs.
- Demonstrate consistent, exceptional leadership to fellow CHAs.
- Work alongside the CHAs to complete daily tasks.
- Plan, direct, and delegate daily tasks assigned to your team by the REC supervisor.
- Facilitate the scheduling of CHA desk and duty shifts.
- Work at the 24hr Summer Housing Desk in a limited capacity.
- Fill in as needed for empty desk shifts in emergency situations.
- Serve as the first responder to CHA questions and concerns while on duty and assist CHAs with duty challenges.
- Identify, address, mediate, and diffuse conflicts and/or issues among fellow CHAs.
- Facilitate and encourage a productive work and living atmosphere with fellow CHAs.
- Have regular meetings with REC supervisor to discuss weekly work plans and team dynamics.
- Keep REC supervisor up to date on issues with teams, conference participants, and facilities that are not easily resolved.
- Collaborate with fellow CHA-TLs to coordinate a streamlined workflow between the teams.

**CHA-TL Standard Job Responsibilities**

Set-Up and Tear Town for Groups:

- Prepare and breakdown residential rooms assigned to group participants.
- Prepare and breakdown reserved areas in residence halls as needed (classrooms, lounges, etc.)
- Distribute amenities as requested (TVs, kitchen supplies, etc.)
- Conduct routine facilities inspections before and after each group to identify housekeeping and maintenance issues.
- Submit work requests for housekeeping and maintenance issues.
- Create and maintain informational bulletin boards.

- Place directional signage at main entrances on campus to direct participants to their group's assigned residence hall and remove signage as directed.
- Prepare keys and building access cards for group participants.
- Assist participants at the day-of housing check-in and check-outs for groups.

#### Linen Handling:

- Prepare bed/bath linen packs for groups that request linen which includes: making linen packs and distributing linen packs to bedrooms.
- Remove used/soiled linen from rooms upon group check-out.
- Move significant quantities of linen in rolling bins.
  - Work includes lifting, pushing, pulling, and turning bins.
- Transport linen both on and off-campus in departmental vehicles.
- Arrange for the pick up/drop off of linen from outside vendors.
- Maintain order of large linen storage rooms by reshelving and organizing clean linen.

#### Guest Relations:

- Display excellent customer service skills at all times.
- Interact with guests in manners that positively influence their decision to return for future events or consider enrollment at UNC Charlotte.
- Serve as an ambassador for UNC Charlotte and the Department of Housing and Residence Life.
- Use knowledge about the University and local area to serve as a resource person to group participants
- Have a thorough understanding of University and Housing policies/procedures.
- Enforce University and Housing policies/procedures.
- Confront group participants when policy violations occur and report such incidents to the appropriate supervisor(s) and reporting systems.
- Staff the housing check in/out stations for all conference/orientation groups that contract for the use of housing facilities.

#### Administrative Work:

- Maintain accurate records of keys, building access cards, room assignments, and other operational records.
- Complete accurate and thorough reports and logs as required.
- Follow departmental guidelines for the proper handling of keys, operation of vehicles, and use of all other tools and equipment, including computers.
- Keep accurate inventory of supplies such as linen, TVs, kitchen supplies, etc.
- Record and report any defects or damages to the building and rooms before and after each conference.

**Minor Maintenance/Facilities Work:**

- Successfully flip an electrical breaker if guest reports loss of power.
- Successfully plunge a toilet in a suite or apartment.
- Lower height of beds to accommodate guest needs.
- Clean up minor spills or flows of water.

**24hr Summer Housing Desk Operations:**

Desk shifts range from 1.5 - 2.5 hours at a time. The actual number of required desk shifts will depend on the number of staff hired and the summer schedule. CHAs should expect to sign up for around 20-30 non-consecutive shifts at the 24hr Summer Housing Desk throughout the summer. Starting Summer 2024, CHA-TLs will be responsible for some desk shift coverage in a limited capacity.

- Staff the 24hr Summer Housing Desk (including evenings, weekends, and holidays as required) which serves as a resource to participants of camps/conferences, summer intern housing, summer school housing, and campus visitors.
- Answer and be able to operate a landline desk telephone in a professional manner and record messages accurately and thoroughly.
- Direct visitors to appropriate offices or locations for assistance.
- Dispatch on-call staff to assist guests throughout campus.
- Complete administrative work as directed by supervisor(s).

**24hr On-Call Duty Rotation:**

On any given day, there will be 2 CHAs and 1 CHA-TL on duty. The actual number of required duty days will depend on the number of staff hired and the summer schedule. CHAs can expect to sign up for around 6-8 non-consecutive duty days throughout the summer. CHA-TLs can expect to sign up for around 13 non-consecutive duty days throughout the summer.

- Remain on campus from 8:00PM until 8:00AM the next morning when on-duty.
- Answer all calls promptly and act with a professional demeanor toward group participants and all University staff.
- Respond to emergency maintenance requests by contacting the appropriate person(s).
- Key participants into their rooms during lockouts.
- Respond to the needs of group participants, emergency personnel, and Departmental staff as requested.
- Notify appropriate supervisor(s) of situations that arise while on duty, and document all calls in a duty report on the eRezLife platform.

- Wear appropriate Housing related attire and nametag when responding to calls, so as to be easily identified.

Housing Facilities Fall 2024 Opening:

- Provide support for Housing Facilities and hall staff in preparation for Fall opening.
- Conduct facilities inspections to identify housekeeping and maintenance issues and report findings.
- Complete administrative work as directed to assist with Fall opening.
- Enforce University and Housing policies/procedures for early arrival students and pre-season athletes.

Other duties as assigned.

**Questions?**

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