

Operations Support Manager PD

Contact Name: Jordan Howell

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Job Description: These part-time team members support the logistic deployment for all of Housing and Residence Life's operations. The multi-functional team serves in an adaptive, capacity-building role within the larger department, providing service support and quality assurance for a wide variety of programs including our electronic lock conversion project and resident services content creation. Team members will have the opportunity to develop critical skills and competencies in maintenance and repair work, large-scale event logistics, customer service, and how the Department of Housing and Residence Life functions behind the scenes.

Responsibilities:

Project management

- Plan and execute assigned projects, establish milestones and project parameters, and set procedures to accomplish unit objectives. This could include responding to project requests, generating tasks, and assessing effectiveness.
- Successfully manage execution of concurrent projects
- Communicate the progress of assigned tasks and projects
- Effectively pilot projects; which might include assigning tasks, peer accountability, and leading small teams
- Engage in creative problem solving

Administration

- Provide service support to residence life operations
- Provide support to cross-functional initiatives
- Attend and participate in meetings and required trainings
- Communicate effectively with manager, teammates, and other stakeholders

Requirements:

- Must be in good standing (academic, conduct, financial) with the Institute
- At least one semester experience living on campus or comparative experience
- Full-time student status

Successful candidates will possess strong adaptability, initiative, execution, and communication skills. Team members will be expected and encouraged to integrate basic project management principles into their work.

Hours/Schedule: 20 hours week max/M-F/hybrid/some evenings or weekends might be necessary

Pay Rate: \$12.00/hour