

I. Housing Operations Assistant Series:

Housing Operations Assistant, U of M

II. Summary of Series:

Incumbents of positions in this series assist with the coordination of area operations in a residential area of the University campus including: maintaining security and documentation for area keys and key cores, maintaining and monitoring computerized data bases to track equipment and furniture, inspecting and inventorying furniture and equipment, soliciting price quotes and preparing requisitions for equipment and supplies, and planning and coordinating work projects for a staff of student and/or classified employees.

The basic purpose of this work is to coordinate the inventory, distribution and security of a residential area's keys and furnishings.

III. Organizational Levels:

Housing Operations Assistant, U of M, is the entry-level service job in this series.

IV. Examples of Duties Common to All Levels in Series:

1. Ensures security for keys and key cores by: maintaining records of key distribution; monitoring serially numbered keys issued to area employees; issuing keys to contractors, vendors and agency staff; and coordinating recoring of locks whenever lost or stolen keys result in security risks.
2. Maintains computerized data bases for tracking keys, furniture, appliances and other equipment.
3. Solicits price quotes and prepares purchase requisitions for appliances, television sets, mattresses, mattress covers, audiovisual equipment, locks and hardware.
4. Plans and coordinates work assignments and projects for student and/or classified employees.
5. Coordinates distribution and repair of microfridges and other specialized equipment including: storage, maintenance, placement and transportation of microfridge units.
6. Inspects and inventories furniture and equipment in student rooms, staff apartments, student lounges, and residence hall: kitchens, clubs, activity centers and offices.

Housing Operations Assistant Series Page 2

7. Receives, transports, distributes, stores and arranges for the disposal of furniture, equipment and other materials in conjunction with other campus departments and off campus agencies.
8. Designs and/or implements standardized training sessions and conducts special on-the-job training sessions to train student employees to meet the area operating requirements.
9. Provides support for non-Housing Services units; i.e. summer conference operations by: conducting pre- and post-occupancy inspections, setting up and breaking down offices, moving furniture, transporting materials, and coordinating key management.
10. May be required to operate a Class 3 motor vehicle; provides safety training to student staff assigned to drive vehicles, schedules mechanical maintenance, and performs nonmechanical preventive maintenance.

V. Differences Between Levels in Series:

None.

VI. Relationships With Others:

Major work contacts are with students, operations managers, residence directors, operations maintenance personnel, vendors, and the staff of various University departments including: Environmental Health and Safety, Residential Education, Conference Services and the Physical Plant.

VII. Supervision Received:

Incumbents of positions at this level receive general supervision from the area Operations Manager, or other professional staff.

VIII. Supervision Exercised:

Incumbents of positions at this level exercise direct supervision over, and assign work to, one to five classified employees and up to twenty-five student employees.

Housing Operations Assistant Series Page 3

IX. Working Conditions:

Housing Operations Assistants are seasonally required to work on holidays and weekends and to lift heavy objects such as furniture and appliances.

X. Qualifications Required at Hire For All Levels in Series:

1. Ability to gather information by examining records and documents, record information accurately, and prepare general reports.
2. Ability to understand, explain and apply the laws, rules, policies and procedures governing assigned unit activities.
3. Ability to utilize a computer to update data base records, generate reports, and access information.
4. Ability to contact vendors for price quotes and product specifications and prepare requisitions.
5. Ability to work independently.
6. Ability to follow oral and written instructions.
7. Ability to plan and coordinate work projects for student and/or classified employees.
8. Ability to give oral and/or written instructions in a precise and understandable manner.
9. Ability to establish rapport, maintain harmonious working relationships and deal effectively with persons from varied ethnic, cultural and/or economic backgrounds.
10. Ability to inspect and take inventory of furniture and equipment.
11. Ability to coordinate the distribution and repair of appliances.
12. Ability to lift and carry furniture, appliances and other heavy objects.
13. Ability to design and/or implement standard training sessions for student employees, and provide on-the-job training to student and/or classified employees.
14. Ability to supervise student and/or classified employees.

Housing Operations Assistant Series Page 4

15. Ability to coordinate support services for seasonal operations; e.g. summer conference housing.
16. Ability to operate a Class 3 motor vehicle, and provide safety instruction to student employees assigned to drive vehicles.
17. Ability to exercise sound judgment, and exercise discretion in handling confidential information.

XI. Qualifications Acquired On Job At All Levels In Series:

1. Knowledge of the laws, rules, policies and procedures governing assigned unit activities.
2. Knowledge of computerized data base systems used to maintain key security and property inventories.
3. Knowledge of University departments, programs and facilities.
4. Knowledge of the types and uses of agency forms.

XII. Minimum Entrance Requirements:

None.

XIII. Special Requirements:

Based on assignment, possession of a current and valid Massachusetts Class 3 Motor Vehicle Operator's License may be required.