Binghamton University – Residential Life
Operations Assistant

Overview
The responsibilities of the Residential Life Operations Assistant will be to provide support for the Assistant Director for Operations and Safety and Associate Director of Operations and Crisis in relation to operational management of the Chenango-Champlain Collegiate Center (C4), Hinman Student Success Center, and various projects for the Office of Residential Life.

Job Description

General:
- Attend weekly 1-on-1 meetings with supervisor
- Hold 10 office hours per week to support faculty, staff, and students.

Residential Life Operations:
- Assist in serving as a liaison between Residential Life and Physical Facilities personnel to coordinate painting and repair processes for residence halls.
- Assess if work orders have been completed in a timely manner.
- Co-manage the Dickinson Storage Locker system and administer the application process for academic year and summer rentals. Work with Residential Life Marketing to advertise the locker rental program.
- Inventory furniture and equipment in all Residential Life storage rooms. This includes making sure items are stored properly and in the appropriate locations.
- Assist with end-of-year damage billing as needed.
- Coordinate service calls and deliveries with outside contractors and vendors; provide on-site direction
- Provide continuity efforts with projects extending into the fall and spring semesters
- Oversee the ‘Ditch the Dumpster’ donation program in conjunction with local nonprofit organizations

Chenango-Champlain Collegiate Center (C4), Appalachian Collegiate Center (APP), & Nelson A. Rockefeller Collegiate Center (NAR):
- Co-supervise 18-35 student Resource Managers, responsible for monitoring and facilitating operations in the C4, APP, and NAR buildings. This includes shift scheduling, facilitating meetings and/or training sessions, maintaining online shift schedules and timesheets, and reporting staff issues to supervisor.
- Identify when resources are needed in the Student Success Centers, C4 Multi-Purpose Room, various work stations, and working with supervisor to procure.
- Complete inventory and furniture condition reports to inform recommendations for repair and/or replacement of furniture, furnishings and equipment.
- Aid in the hiring process for new Resource Managers during the fall and spring semesters.
- Coordinate the scheduling of the C4 Multi-Purpose room and conference room. This includes meeting with individuals/groups requesting to use these locations in order to: review proposed setups, collect information for setup diagrams, process billing information, and/or develop additional plans for accommodation as needed.
Required Qualifications

- Full-time graduate enrollment at Binghamton University for the 2021-2022 academic year
  - Preferred academic concentration in Student Affairs, Public Administration, and/or Sustainable Communities
- Previous customer service experience
- Availability that provides for night and weekend responsibilities
- Excellent interpersonal skills
- Strong experience with computers, databases and spreadsheets
- Excellent written and oral communication
- Ability to work independently and as a member of a team
- Strong attention to detail

Preferred Qualifications

- Knowledge of space reservation processes
- Experience with communicating with internal and external groups
- Demonstrated ability to work with diverse groups and constituents
- Ability to lead a team
- Problem solving skills and the ability to work in a fast-paced work environment

Stipend

- Position provides a fully furnished on-campus apartment to be shared with up to one other graduate student.
- $14.80/hr for 10 hours per week.

To Apply

Interested candidates who are currently Binghamton University undergraduate or graduate students should submit a resume, digital portfolio link, cover letter and contact information for three professional references through hireBING.

Candidates not currently enrolled at Binghamton University should submit a resume, cover letter and contact information for three professional references via email to Ryan Roosa at rroosa@binghamton.edu. Please indicate that you are applying for the Residential Life Operations position.

This position is for one academic year with the opportunity for reappointment following a performance evaluation.