Title: Service Delivery Assistant

Reports to: Assistant Director, Facilities Services

Employment Dates: July 23, 2018 to May 24, 2019

Minimum Qualifications:

- Obtained a bachelor’s degree from an accredited college or university (or be in the 5th year towards obtaining a bachelor’s degree from an accredited college or university).
- The ability to relate positively and with appropriate boundaries to traditional college-age students.
- Excellent administrative, organizational, time management and communication skills.
- Demonstrated ability to work and communicate effectively with a diverse population of students, faculty, and staff.
- The ability to work independently and in a group setting.
- Proficiency in Mac and/or PC platforms and Microsoft Office suite.
- Recognize the Service Delivery Assistant position as your primary non-academic responsibility. Scheduling of staff meetings, administrative responsibilities, supervision, and all other duties take precedence over all other non-academic commitments.
- Be able to perform physical requirements as outlined below:
  - Typically standing and/or walking
  - Requires repeated reaching by extending hand(s) and/or arm(s) in any direction
  - Climbing ladders
  - Intermittently sitting, standing, stooping
  - Typically crawling and/or kneeling
  - Typically pushing and/or pulling
  - Lifting up to 25 lbs
  - Using equipment requiring high dexterity
  - Regular exposure to moving machinery and/or vehicles.
  - Works on slippery or uneven surfaces.

Preferred Qualifications:

- Experience with emergency response and decision making.
- Future interest in working in facilities management as a vocation.
- Ability to think broadly while maintaining attention to details and resources.

Position Specifics:

The Service Delivery Assistant is a paraprofessional, part-time, 10-month live-in member of the Facilities Department and reports to the Assistant Director of Facilities Services. The Service Delivery Assistant will provide primary support to the functional areas of the RFA program and Service Delivery Center. While the Assistant Director of Facilities Services is responsible for the overall supervision and daily operations of both areas, the Service Delivery Assistant works closely to support short and long-term administrative functions, coordinate inspections, investigations, and follow-ups, and complete other tasks as assigned. The Service Delivery Assistant also works closely with the 18 Resident Facility Assistants (RFAs) to build community and assists the Assistant Director of Facilities Services with supervision and training of student staff. Evening and weekend commitments are required.
Compensation Package:

- Furnished apartment, which includes building specific paid utilities during the fall and spring semesters (may or may not include a full kitchen). This position does not provide tuition remission or pay for any courses.
- Hourly wages of $12.50/hour (working no more than 20 hours per week during employment contract period)

Service Delivery Assistant Position Responsibilities

The Facilities Department provides direct services to students, families, faculty/staff, and all other members of the University of Hartford community. The Service Delivery Assistant is a key member of the Facilities Department staff. As an employee of the Facilities Department, it is the Service Delivery Assistant’s responsibility under the direction of the Assistant Director of Facilities Services to assist with the management, support, and coordination of the day-to-day operations of functions of the RFA program and Service Delivery Center.

The Service Delivery Assistant position is a 10 month academic year appointment that will begin at 8:30 am on July 23, 2018 and will end at 4:30 pm on May 24, 2019. The Service Delivery Assistant is expected to assign priority to the duties of this position over all other non-academic activities unless otherwise specified. Continued employment is not guaranteed and the Service Delivery Assistant will be appointed on a year-to-year basis. Listed below is an outline of responsibilities:

- Attend and participate in the planning, implementation, and facilitation of Resident Facility Assistant trainings in August and January, staff meetings, and staff development activities.
- Attend biweekly staff meetings and assist in facilitating in the Assistant Director of Facilities Services’ absence.
- Oversee and manage the Regents Park RFA office by ensuring the staff is maintaining the cleanliness of the space, as well as conducting appropriate behavior in the RFA office. This includes maintaining all supplies.
- Assist with assigning RFA office hours and preventative maintenance inspections for each Fall/Spring semester.
- Assist with overseeing RFA preventative maintenance assignments and assist with direction as needed and requested.
- Assist with the RFA selection process, including interviewing candidates and participating in all RFA selection related activities/functions.
- Distribute keys to RFAs for move-in before August training
- Assist with Facilities operations when the University is closed for weather related reasons and/or holidays.
- Participate in a rotating ‘on watch’ schedule to serve as an additional resource for RFAs on duty and for special events occurring during off-hours.
- Assist with covering office shifts and/or portions of duty nights when no RFAs are available.
- Assist the Assistant Director of Facilities Services in addressing behavioral & attitude issues with RFAs.
- Conduct one-on-one meetings with RFAs at least once per semester.
- Assist the Assistant Director of Facilities Services with the overall facility management of: buttoning up residential spaces for Opening, winter shut-down, end of year inspections, and damage billing during the academic year.
Maintain 20 office/inspection/project hours a week (exact hours are determined by supervisor and Service Delivery Assistant).

Support the mission, vision, and goals of the RFA program and the Facilities Department.

Participate in a mid-year and end of the year performance appraisal. Meet with the Assistant Director of Facilities Services to evaluate strengths and areas for improvement.

Develop, plan, and implement Facilities outreach efforts including literature, events, and programs.

Assume other duties, responsibilities, and special projects as assigned by the Facilities Department.

Provide quality customer service and address issues in a timely manner.

Represent the Facilities Department as required on committees or at professional/public meetings.