

HOUSING CLERK

NATURE OF WORK

This is manual and clerical work in Student Housing.

Work involves inspecting residences, apartments, rooms and facilities within the Student Housing Complex to ensure the preservation of Student Housing property, equipment and appliances and their proper functioning and that acceptable standards of cleanliness and order are maintained. Work also includes keeping records of supplies and equipment, preparing facilities for special events and participating in clerical tasks associated with the check in and check out of students. Supervision may be exercised over assigned student assistants engaged in manual activities. Instructions are received from a superior and work is reviewed through inspection of facilities and by observation of results obtained.

ILLUSTRATIVE EXAMPLES OF WORK

Conducts inspections of residences, apartments, rooms and facilities to ensure that they are being properly used, maintained and cleaned; makes minor repairs to facilities and equipment; prepares damage reports; arranges for repairs to be made; bills students and individual houses for unnecessary damage.

Issues linen, blankets, bedspreads, keys and other miscellaneous supplies to students in accordance with approved authorization; maintains records of student allocation; collects linen, etc. at end of semester; ensures that quantity and quality of items returned are satisfactory; bills students for missing or damaged items.

Assists with the check in and check out of students at the start and end of terms; ensures that leases are completed accurately; participates in office duties such as filing receipts, name cards, collecting fees and issuing receipts.

Assists with the removal of furnishings for cleaning and repair.

Repairs records on charges for duplicate keys and damages and maintains inventory records of supplies and equipment.

Ensures that guest rooms are ready for occupancy and that furniture is arranged for special events.

Performs related work as required.

REQUIREMENTS OF WORK

Experience in the operation and maintenance of a residence complex; graduation from high school, preferably supplemented by college or university level course work in business or hotel management; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

Knowledge of materials, methods and practices used in providing maintenance and housekeeping services for residential complexes.

Knowledge of University policies, regulations and procedures regarding the operation of the student housing program.

Knowledge of office practices, procedures and equipment.

Ability to maintain clerical records and to prepare reports from such records.

Ability to understand and follow oral and written instructions.

Ability to make decisions in accordance with regulations and established procedures.

Ability to establish and maintain effective working relationships with faculty, staff and students.

Physical strength sufficient to perform heavy manual tasks.

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