

Yale HOUSING

Job Title: Operations Assistant

Department: Yale Housing

Position Focus:

Reporting to the Office Manager, the Operations Assistant (OA) will work closely with a team of Operations Assistants and other seasonal and full-time staff to coordinate all residential aspects of participants' arrivals, stays and departures. This includes residential assignments, facility coordination, custodial services, billing reports and other logistical needs as necessary, utilizing the StarRez Housing database. The Operations Assistant is responsible for supporting the housing team in administrative support of data entry, customer service, and StarRez management for more than 6500 academic year students, 10,000 summer guests, and over 5000 beds in the housing software. The OA will assist in the management of registration, housing only groups, and logistics of all summer programs including post-term, Commencement, and Reunion housing. The Operations Assistant will aid the housing team with development, testing, logistical planning, and execution of the academic year room draw.

As a support for Yale Conferences & Event's (YC&E) summer operation, the OA will assist with the opening and closing of colleges, budgetary planning and coordination of resources, and auditing of summer housing data. The Operations Assistant will be expected to cultivate and develop beneficial relationships with internal and external service providers and serve as a liaison with numerous university departments and external organizations. The OA will provide on-site comprehensive management of housing procedures and vendor deliveries as dictated by the Yale Housing and customer service needs, maintaining a high level of customer service to clients and participants while demonstrating responsiveness and professionalism. The Operations Assistant will utilize StarRez, Trello, and Salesforce to work on housing projects, interact with clients, plan resources, support housing registration and manage tasks. The Operations Assistant works closely with the summer staff, particularly the Assistant Office Manager, Operations Leads and Resource Coordinators, to comprehensively support all housing and operations endeavors.

Skills and Abilities:

1. Quick learner. Excels in fast paced, results oriented, community environment. Flexible upbeat team player with a strong work ethic.
2. Strong analytical skills and creative ability to troubleshoot problems as they arise.
3. Proven record of superior customer service. Ability to work with a range of individuals to adopt and exceed customer expectations.
4. Talented problem solver, able to react quickly and have composure under pressure. Ability to exercise good independent judgment, working with multiple stakeholders.
5. Highly proficient at managing multiple priorities while exceeding client expectations. Superior organizational skills and flawless attention to detail.
6. Excellent written and verbal communication skills, superior interpersonal skills. Ability to articulate ideas.
7. Solid working knowledge/proficiency of computer-based systems including Excel, Word, PowerPoint, and Zoom software.
8. Possesses knowledge of or is quick to pick up various technology platforms including StarRez, Salesforce, Trello, When I Work, and Outlook.

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Experience and Education:

- Bachelor's degree in a related field (or be on course to complete degree) or one or more years of operations related experience or an equivalent combination of education and experience is required.
- Experience in housing or operations and customer service in a university setting is preferred.
- Familiarity with StarRez, Salesforce, Trello, or related technology is preferred.

Duration: **Start:** February 2025

End: August 2025

- Part time hours (10-20) from February through May, and after summer concludes.
- Full time hours (37.5) for May through August.
- Night and weekend work included throughout the year.
- The possibility exists for additional hours during peak periods.
- Position can potentially extend through December 2025.
- Work to begin the last week of February.

Compensation

- \$18.00 per hour
- On campus housing from June to August.
- During Summer months a meal plan is offered when the dining halls are open🍷