



Summer Orientation Advisor Job Description

Summer 2024

Mission

Carolina Housing works to provide convenient housing that is secure, inclusive, and supportive. Students create a home in our on-campus communities, build life-long friendships and develop skills for their current and future successes as they journey through their Carolina experience.

Philosophy

Community Immersion is the philosophy that each student's journey at Carolina is unique. It is therefore important that our staff's focus with residents is more one-on-one, connecting students with their community, with the campus, and with opportunities that expose them to all that is available at Carolina. It is the way in which we directly engage residents, sharing in their successes and assisting with their concerns and challenges. In short, it is mentorship. This, in turn, leads to greater student success.

Summer Orientation Advisor Position

The 2024 Summer Orientation Advisor (SOA) position works for Carolina Housing and is the front-line customer service representative to Orientation students staying in campus housing. SOAs are assigned to live in Hinton James Residence Hall for the duration of the SOA role.

The SOAs assist with group check-ins and check-outs, work customer service shifts at the community office, assist with linen distribution and retrieval, and help ensure that the facilities are in good order. The SOA is also on-call for Orientation students regarding residence hall concerns like lock outs and facility concerns.

SOAs work to create an inclusive and welcoming on-campus housing environment and provide students and guests with a good first impression of UNC. SOAs serve as a resource for students and their guests during orientation and as a role model at UNC Chapel Hill. SOAs are supervised by the SOA Leadership Team which is composed of a team of Community Directors (CD) and Assistant Directors.

Summer Orientation Advisors do not maintain traditional 8am-5pm, Monday-Friday hours. Actual work hours vary based upon residential community needs and the needs of Carolina Housing. This includes daytime, nighttime, weekend, and special events. For example, this may include inclement weather, training, opening, closing, university emergencies, and unforeseen circumstances. SOAs are also required to attend all training days which will be communicated in advance in order for staff to accommodate. SOAs must attend all training while employed. SOAs are expected to reside in their assigned room for a minimum of five nights per week, including 2 weekends per month, in addition to meeting the needs of Carolina Housing listed above. Any additional time away from the community must be requested and approved by the SOA Leadership Team. SOAs are required to serve scheduled weekday and weekend duty.

A successful SOA has a passion for working with a diverse student population, a commitment to student learning and development, and strong critical thinking and problem-solving skills. A successful SOA demonstrates initiative, possesses the ability to work autonomously as well as part of a team, communicates effectively, and maintains a positive attitude.

This job description is meant to provide an outline of critical job functions of the SOA position and is not an all-inclusive list. Through the course of the summer there will be times where staff will be called to service based on the needs of the community that may not be outlined in a job description. SOAs agree to meet and abide by the standards described in this document; the SOA Letter of Appointment; the Student Staff Ethical Principles; the Community Living Standards; the Housing Contract; the expectations communicated by Carolina Housing during trainings and by their supervisor; University policies; and State and Federal Laws.

Essential Functions

Conference Support

- Work behind the scenes to ensure that preparations are completed for successful orientation sessions
- Serves as an on-call individual for summer groups throughout campus and helps ensure that the facilities are in good order
- Assist with linen distribution/transportation, preparing areas for summer guests, moving tables and chairs and other duties as assigned
- Assist with luggage storage during orientation sessions
- Provide a high level of customer service
- Assist with room turnover, including facilitating the unclaimed property protocol

Administration

- Maintain keys (including audits, reordering and check out procedures)
- Desk and on-call shift scheduling
- Train staff on desk procedures
- Shop for programming supplies and manage receipts/budgets
- Facilitate opening and closing procedures
- Be present for all Summer Transitions (Move in/out)
- Work front desk shifts to serve of Office Assistant coverage over the Summer
- Prepare, attend, and participate in all meetings (ex: leadership team, staff, committees, 1:1, trainings, collaterals, etc.)
- Time management (ex: attendance/timeliness for meetings, availability on floor, presence in community, etc.)
- Complete all desk duties
- Demonstrate proficiency, understanding, and appropriate use of Carolina Housing systems (StarRez, Maxient, Advocate, FixMyRoom, Microsoft Teams, etc.)
- Submit paperwork on time and complete projects thoroughly
- Conduct Health & Safety inspections and resident well-being checks, as directed by supervisor or duty staff

Communication

- Excel in verbal and written communication
- Demonstrate appropriate use of technology (ex: social networking, texting, etc)
- Create and maintain a customer centered environment when working in the office
- Educates students on Housing procedures including but not limited to safety and security guidelines, *Community Living Standards*, recycling, mail and package distribution and assignments processes

Departmental Initiatives & Vision

- Demonstrate a commitment to creating a welcoming community (ex: language, awareness, programming, campus wide trainings/events, etc.)
- Serve as a positive role model for residents and fellow staff members
- Be visible and approachable in the community
- Facilitate relationships among residents
- Foster a welcoming hall environment
- Create and maintains positive working relationships with housing partners (ex: Housekeeping, Maintenance, and Public Safety)
- Maintain security and ethical use of all passwords, codes, and student information
- Preserve the confidentiality of personal information about students and staff obtained in the course of employment. FERPA (ex: rosters, key cards, student photos and information in StarRez, etc.)

Duty & Crisis

- Serve in a Duty Rotation that observes, addresses, and responds to the needs of the community as outlined by Carolina Housing (ex: community desk hours, rounds, duty phone calls, etc.)

- Respond to emergencies in accordance with Carolina Housing protocol and procedure
- Educate residents on University Honor Code, Community Living Standards, and University Alcohol Policy
- Confront behaviors in violation of University Honor Code, Community Living Standards, and the University Alcohol Policy
- Support fellow staff members
- Manage and respond to facility related issues
- Foster a sense of community by encouraging residents to respect the rights of others and empowering them to address issues in the community (ex: roommate disagreements, environment conducive to sleep/study, etc.)
- Make appropriate referrals when necessary
- Write incident reports in a timely manner that are clear, concise, accurate, and appropriately detailed
- Follow up with students who are in crisis and/or have been confronted for policy violations
- Serve as a Mandated Reporter (obligated to report all violations of the Community Living Standards, State and Federal law, as well as cases of sexual misconduct, sexual assault, and sexual harassment to supervisor)

Qualifications

- Applicants must be enrolled in at least one course for the Fall of 2024 prior to the first day of summer employment. In order to be eligible for summer employment, applicants do not have to be enrolled in a specific number of classes, nor are you required to return to work for Carolina Housing for 2024-2025 academic year.
- Student staff must meet the following qualifications starting at the time the employment application closes, during the applicant's candidacy and throughout the tenure of employment. Student staff must:
 - Maintain and be good conduct standing with Carolina Housing (i.e. not having an active sanction of housing contract probation or higher; not having an overdue sanction).
 - Maintain good financial standing with the University and with Carolina Housing.
 - Student staff must complete a criminal background check. Any offer of employment from Carolina Housing is contingent upon the results of the background check. Carolina Housing reserves the right to withdraw, rescind, or cancel its employment offer or appointment at any time if Carolina Housing, in its sole discretion, determines that the employee's background check results are not satisfactory.
 - Notify their supervisor in writing, regardless of intent to appeal, upon receiving a referral for a University violation (i.e. Honor Code, Alcohol Policy, the Policy on Prohibited Discrimination, Harassment, and Related Misconduct), conviction of a crime, or responsible finding for violating any University policy. Carolina Housing has the right to take employment action, up to and including termination, based on this information.
- Student staff must meet following qualifications starting on the first day of employment throughout the tenure of employment. Student Staff must:
 - Maintain enrollment as full-time students in the Spring and Fall of 2024 (Summer enrollment is not required) and cannot be employed on a permanent, full-time basis anywhere, and must not otherwise occupy a classified employment position with the University. Student staff are "at will" employees, are not eligible for layoff priority employment or severance pay, and may be terminated at any time without additional compensation. A lapse in student status occurs during breaks (winter and summer) when an employee is not enrolled in courses. This lapse does not affect employment eligibility, though it may subject the employee to FICA tax deductions.
 - Maintain appropriate balance while in this position, meaning no more than 40 hours of involvement per week including 30 hours for the position, academic credit hours, and other campus involvement. Student staff may take no more than 6 credit hours per summer Session and may not hold additional employment (paid or unpaid) without written approval from both their supervisor and Assistant Director.
 - Live in the residence hall to which they are assigned by Carolina Housing for the duration of their appointment. In the case of mid-term of Carolina Housing that may require relocation to another room or residence hall.
 - Have access to a mobile phone or private land line that has an activated voice mailbox while employed, and will provide their supervisor with a number to this phone.

Compensation

The information below is the historical compensation for this position. Given potential legislative and other changes under consideration, this is subject to change and will be finalized before formal offers of employment are made.

- Carolina Housing provides Resident Advisors a compensation package that includes:
 - A stipend payment of \$5,700 per summer that will be divided and paid out monthly on the last business day of the month.
 - Assignment to a single furnished room unless housing shortages require the assignment of a roommate.
- *Carolina Housing encourages applicants and employees to consider if this compensation package will affect their financial aid package. [Please contact Scholarships and Student Aid, 962-8396 for information on eligibility for aid and employment.](#)