

Yale Housing
New Haven Promise Intern - Graduate Housing
Internship Job Description

POSITION OVERVIEW

The Graduate Housing Intern works closely with Yale Housing staff members to provide support during the application process and move-in period. In this position, the intern will work under the direction of the Housing Managers and will assist in day-to-day operations of the Housing office. This is a great opportunity for someone who has a lot of energy, loves to interact with others, is a self-starter, and can contribute to a fast-paced environment.

The Housing Intern will learn the housing assignment process from start to finish and will have the opportunity to assist staff in the following areas:

- Assignment Process – The housing assignment process begins late April and ends when all available dorm rooms and apartments are filled.
- Room Turn-Over Process – Dormitory residents vacate in late May and apartment residents vacate in late June. The turnover period begins when the first student vacates his or her room or apartment and involves the following:
 - Room move-out inspection and inventory
 - Report maintenance repairs including painting, floor treatments and cleaning
 - Move-in final inspection
 - Room inspections
- Community Fellows Training – takes place in early August to prepare the Community Fellows for the upcoming year.
 - Assist Housing Manager with preparing training manuals, helping to create documents, scheduling campus partners to speak at training, etc.
- Move-In Process – Fall residents begin arriving from late July through mid-August. The following procedures occur at move-in:
 - Students arrive and must be checked in by housing staff or Community Fellows
 - Move-in information packets with keys and temporary IDs are given to the new residents
 - Room Condition Reports are completed by the student
 - Follow-up maintenance issues addressed

PRINCIPLE RESPONSIBILITIES

Responsibilities include but are not limited to:

- Answering phone calls and fielding questions relating to graduate housing or off-campus living
- Greeting students, visitors, guests, Facilities/Maintenance workers
- Answering emails
- Sorting the days mail into the student mailboxes at Helen Hadley Hall and ES Harkness Hall
- Placing parcels in package storage closet at HHH and ES Harkness Hall
- Sorting returned dormitory and apartment keys

- Preparing move-in packets for incoming students
- Conducting routine inspections of residential kitchens
- Handing out keys to Yale Facilities and outside contractors' staff
- Creating and editing communications, training documents
- Track statistical data of incoming residents
- Becoming proficient in using The Housing Director software
- Performing inspections of dormitory rooms and apartments
- Moving dorm furniture into and out of rooms

SKILLS AND QUALIFICATIONS

- Excellent verbal and written communication skills
- Proficient in Word, Excel, PowerPoint; knowledge of Publisher or other design software
- Strong customer service skills
- Ability to initiate projects and make helpful suggestions
- Ability to work in a team-focused environment
- Must be detailed oriented, well-organized, and be able to manage multiple projects simultaneously
- Must be prepared to function, and deliver, in a high-paced, high-demand, environment
- Must have a pleasant, helpful attitude and be able to remain calm under pressure
- Will remain professional at all times and maintain student, staff and department confidentiality
- Able to climb stairs and walk long distances around campus
- Ability to lift up to 50 lbs.

ENGAGEMENT LENGTH/SCHEDULE

Standard workweek is Monday through Friday, 37.5 hours/week from late May to mid-August. Flexibility can be built in for applicants still in school.