MIDDLE EARTH ATTENDANT POSITION

The Middle Earth Attendants (MEAs) are responsible for providing general information about Middle Earth, and assisting with the overall operation of the Housing Office, Anborn (Student Services Office), Mail Room and Pippin Recreation Center. Responsibilities include, assisting with recreational and programmatic equipment, mail/package processing, and ensuring the smooth operation of the Housing Office, Anborn (Student Services Office), Mail Room and Pippin Recreation Center. This includes monitoring use, keys and equipment, providing excellent customer service to Middle Earth residents and guests in the community, assisting with the overall maintenance and upkeep of the Centers, and assisting in the completion of various tasks and projects in support of the professional staff of Middle Earth. All Attendants are expected to work their assigned shifts on weekdays, weeknights, and weekends as well as those during finals weeks and on holidays. Attendants will be expected to meet with the Leads and/or their Professional Staff Supervisors as needed, and will be required to participate in mandatory staff meetings every other Friday and quarterly staff development trainings. Middle Earth Attendants are expected to assist the professional staff by working during Move in Weekend, Welcome Week, Move Out weekend, Celebrate UCI, Spring Housing tours, and Winter Break. These events are mandatory for all student staff.

Supervisor: Office Manager; ME Housing Leads
Wages: $13 per hour paid on a bi-weekly basis by check or direct deposit
Dates: September 8, 2020 – June 18, 2021
Hours: Approximately 10-15 hours per week, not to exceed 19.5 hours per week
Live-in: optional
Meetings: Bi-weekly attendant meetings – Fridays 5PM – 6PM

In order to be considered for and maintain the Attendant position, the candidate must:

- Customer service experience and skills
- Experience with multi-tasking in a fast-paced environment
- Work independently, take initiative, and be proactive
- Team oriented, communicate effectively, and complete assigned tasks and projects
- Attention to detail
- Possess strong administrative, organizational, and time management skills
- Ability to problem solving
- Possess basic computer skills for data entry and knowledge of Microsoft Office
- Be flexible with scheduling and have the ability to work during Winter and Spring breaks

Preference will be given to candidates who are able to demonstrate the following skills:

- Have experience working in an office or similar environment
- Have experience working in a community or public facility
- Have experience with conflict-mediation skills

Compensation for the Attendant position tentatively starts at $13 an hour, working 10-15 hours per week, but no more than 19.5 hours per week. Mandatory Attendant staff meetings are held every other week on Fridays at 5pm. Attendants are paid bi-weekly.

Guidelines and Requirements for all Middle Earth Housing Student Staff:
• Commit to position for one academic school year (start/end dates vary. Details are available online at the Housing Employment website)
• Adhere to all Middle Earth Housing and University of California policies and procedures
• Enroll in a minimum of 12 units per quarter and maintain full-time student status
• Maintain a minimum quarterly and cumulative 2.4 GPA and be in good academic standing
• Must attend required staff meetings
• May be allowed up to 10 hours per week of outside activity, including other employment, extra-curricular, or co-curricular activity, unless approved otherwise by supervisor
• May not participate in any outside work or activities except as appropriate and approved by the supervisor during training, Welcome Week, and opening and closing periods
• Support, participate, and assist with coordination of Student Housing and Middle Earth events including, but not limited to, such events as Welcome Week, Spring Tours, and Celebrate UCI
• Participate in all staff development, training sessions, meetings, quarterly gatherings, and retreats
• Serve as a positive role model in the community

***UC Irvine Student Housing incorporates a progressive discipline model as a guideline for action when addressing issues with a student employee. Standards for the conduct of student employees are set forth as follows:

• Behavior Standards (UCI Student Code of Conduct, Student Housing Student Employee Behavior Guidelines)
• Job Responsibilities (job Descriptions and other position specific expectations)
• Academic Standards (maintaining any GPA or academic load requirements for the position held)
• Student Status (maintaining UC Irvine student status during employment)

These standards will be made available to student employees when they are hired and during the training process.

If a student employee has not complied with one or more of these standards, the student employee’s supervisor may consider taking progressive discipline. Below are the starting points for Student Housing’s progressive discipline for student employee issues. While the process is progressive in nature, each case will be evaluated on its own merit. The discipline of any particular student employee may begin at any step in this process depending on the severity of the issue or violation.

Signature:________________________________________  Date:________________________

Supervisor’s Signature:________________________________________  Date:________________________