

Job Title: Neighborhood Housing Supervisor
Classification of Position: External Relations Student Assistant
Name/Address of Student's Employer: Neighborhood Housing Office
Student Union WG85
2200 E Kenwood Blvd
Milwaukee, WI 53211

Job Description

The Neighborhood Housing Supervisor will support the activities of the External Relations and Neighborhood Housing Office through student supervision and office management. This position also has some rental education components.

Job Duties:

<u>Primary Duties</u>	<u>Approx. Percent of Time Applied Over One Year</u>
<ul style="list-style-type: none"> • Supervise Neighborhood Housing Student Employees including hosting one-on-one and team meetings, facilitate training, and hold staff accountable to campus policies 	50%
<ul style="list-style-type: none"> • Oversee day-to-day operations of the Neighborhood Housing Office including customer service and project management oversight 	30%
<ul style="list-style-type: none"> • Provide assistance to students who live off-campus or who are seeking off-campus housing 	15%
<u>Additional Duties</u>	5%
<ul style="list-style-type: none"> • Support programming coordinator's events and provide day-of on-site point person for events and programs when necessary • Assist with External Relations special events (Summerfest, State Fair, Family Weekend, etc.) • Special projects and other duties as assigned 	

Qualifications & Education Requirements:

- UWM graduate student or senior graduating in May 2023 enrolled in a minimum of 3 credits in Higher Ed, Ed Psych, Communications or related program and maintain a 2.5 or higher semester and cumulative GPA
- Must live near UWM's Kenwood campus and have renting experience or complete the Preferred Tenant Program
- Utilize Adobe and Office 365 programs (Microsoft Word, Excel, Sharepoint, Onedrive, Onenote, Teams, etc.)
- Ability to multitask, interpret, and utilize a constant, large amount of information in a fast-paced environment.
- Strong organizational skills and the ability to exercise discretion and maintain confidentiality.

Preferred Qualifications & Skills:

- Eligible for Federal Work Study
- Experience with customer service
- Experience in student leadership positions and/or supervision
- Possess excellent written and interpersonal communications skills
- Ability and interest in taking initiative and independently solve problems within the scope role
- Ability to maintain effective working relationships with other campus departments and external constituents
- Ability to interpret and utilize a constant, large amount of information in fast-paced environment
- Be energetic, possess a strong work ethic, be self-motivated, reliable, empathetic, and have a strong desire to help their fellow students, co-workers, and other customers

Compensation & Evaluation:

The starting wage for this position is \$13.00/hour. This is determined with consideration of university guidance and comparable positions across campus. Employees will be evaluated quarterly using mid-semester and end of semester evaluations to promote growth. Employees will be considered for a merit increase for each 12 months completed in the role in accordance with University Relations Student Employment guidelines. For reference, the Student Employee Manual can be found at uwm.edu/hr/student-employees/

Department:	External Relations/Neighborhood Housing
Supervisor Name:	Alyssa Conrardy
Supervisor Phone/Email:	414-229-6999/nho-supervisor@uwm.edu
Student's Length of Employment:	Year Round