# University Housing Depot Lead Support Associate

**Position Information**

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
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<tbody>
<tr>
<td>Internal Team:*</td>
<td>SL-UH-Depot-205301</td>
</tr>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Laborer</td>
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<tr>
<td>MPP Job Code:</td>
<td></td>
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<tr>
<td>Position Number:</td>
<td>New Position # Request</td>
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<tr>
<td>CSU Working Title:*</td>
<td>University Housing Depot Lead Support Associate</td>
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<tr>
<td>Reports To:</td>
<td>Inventory &amp; Univ Hsg Depot Mgr</td>
</tr>
<tr>
<td>Campus:*</td>
<td>San Luis Obispo</td>
</tr>
<tr>
<td>Division:*</td>
<td>Student Affairs</td>
</tr>
<tr>
<td>College/Program:*</td>
<td>University Housing</td>
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<tr>
<td>Department:*</td>
<td>UH-Depot - 205301</td>
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<tr>
<td>FLSA Status:*</td>
<td>Non-Exempt</td>
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**Sensitive Position**

- **Sensitive Position:** Yes

**Job Summary/Basic Function:**

The person in this position is a member of the University Housing senior leadership team. In conjunction with the Associate Vice President/Executive Director, Senior Director, Directors and leaders, staff, and students, this position assists in carrying out the mission and guiding principles of University Housing. This staff member is responsible for supporting and contributing to an atmosphere that facilitates maturity, responsibility, and respect.

The University Housing Depot Lead Support Associate facilitates prioritization of laborer daily assignments and reconciles completed work with the Operations and Depot Coordinator. The Lead position works alongside Depot Support Assistants (Laborers) to perform a wide range of laborer work within the department. In addition to performing the full range of laborer work, the Lead Support Associate acts in a lead capacity by being responsible for directing the work of one or more employees. The Lead Support Associate will also provide training of Support Associates, on-call laborers, and student assistants in work safety and vehicle safety.

**Minimum Qualifications:**

Any combination of training, experience, and/or education sufficient to demonstrate the required qualifications.
Required Qualifications:

Ability to read and write at a level appropriate for the duties of the position.

Ability to follow verbal and written instructions to ensure safety.

Ability to perform regular strenuous manual labor. Ability to learn and apply safe methods of moving heavy objects such as tables, chairs, risers, trash cans, furniture, and other equipment for special events.

Working knowledge of the common terminology, methods, practices, tools and procedures related to building and facility services.

Train and instruct others in the performance of their duties, including appropriate practices and techniques, and the safe use of equipment and materials.

Ability to respond to emergency situations and to secure the area from safety hazards.

Knowledge of or the ability to quickly learn how to operate and maintain forklifts, hand and powered construction and custodial equipment, electric carts, utility trucks, tow trailers and use various hand tools.

Working knowledge of standard custodial/housekeeping methods, procedures and practices, including knowledge of cleaning equipment, chemicals, and hazardous materials.

Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.

Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

Demonstrated ability to establish and maintain effective working relationships and communications within a diverse population, strong listening and interpretive skills, and the ability to deal positively with unexpected developments and diverse perspectives in and outside the University.

Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility.

Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.

Ability to follow schedules and meet essential deadlines by prioritizing assignments.

Demonstrated knowledge and understanding of safety in the workplace and ability to observe understand and apply safety practices and procedures.

Ability to interpret, communicate and apply policies and procedures.

Demonstrated ability to maintain a high degree of confidentiality.

Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Ability to safely drive or learn to drive a vehicle with manual (standard) transmission.

Experience in developing training materials and presenting/instructing staff at on-the-job training and leadership skills.

Experience in scheduling staff and identifying staffing levels for efficient and effective task completion.

Preferred Qualifications:

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Ability to safely drive or learn to drive a vehicle with manual (standard) transmission.

Experience in developing training materials and presenting/instructing staff at on-the-job training and leadership skills.

Experience in scheduling staff and identifying staffing levels for efficient and effective task completion.
Special Conditions:

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

Must be able to perform regular strenuous activity and safely move heavy items in excess of 50 pounds.

Must be able to work around hazardous materials, including asbestos.

Must be able to work safely in an indoor and outdoor environment and wear appropriate safety attire applicable to the task performed (i.e. life jacket, safety harness, face mask, goggles, etc.).

Must be able to perform work involving, but not limited to, lifting, carrying, and maneuvering heavy objects; squatting, climbing, kneeling, twisting, standing, walking, bending, stooping, reaching, pushing, and pulling.

Must be willing to attend University, Cal/OSHA, or other required safety trainings.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the Executive Order 1083 requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.

This position classification has been defined as "Non-exempt" and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

Must be able to successfully pass a pre-employment background/fingerprint check.

License / Certification:

Possession of a valid driver’s license or the ability to obtain by date of hire.

Possession of a valid forklift operator certificate or the ability to obtain within three months of hire.

Mandated Reporter:*

General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

NCAA:

☐ Yes  ☐ No

Conflict of Interest:*

None

Supervises Employees:*

☐ Yes  ☐ No

Job Duties
### JOB DUTIES

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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| 10        | Perform other job-related duties and special projects as assigned.  
|           | Attend training and maintain skill currency as appropriate to safely and effectively complete assignments. | Marginal |
Assign, review, and assess the work of assigned staff (Depot Support Assistants, On-Call Laborers, and student assistants) including completion of work logs, database entries and reposting of any operational concerns. Prioritize work throughout the day for assigned staff.

Identify and assist in the communications with university housing staff, guests, and program coordinators on work orders pertaining to access and events.

Organize and ensure completion of assigned staffs’ daily work; assist with closing work orders and supply requests.

Provide training in areas such as: safe lifting, hauling, and loading techniques; safe use of equipment, chemicals and materials; and personal protective equipment and safety data sheets.

Ensure health and safety standards are followed and take immediate action to correct all unsafe conditions.

Assist in scheduling of on-call and student staff based on current and anticipated workloads.

Assist in maintaining employee time records and absences; provide input for employee evaluations.

Identify and report equipment, supply, or repairs needed. Monitor inventory and necessary supplies and materials. Organize necessary work materials and equipment, which may include vehicle needs and performance.

Move and transport objects such as equipment, materials, and supplies; assist in campus event set-up; and load and unload equipment, supplies, and materials.

Attend move-in/out and open house meetings and relay information for organizing staff and materials for events.

Assist with the processing and coordination of conference linens, mattress installations, and donation collections.

Clean assigned areas, including removing construction debris; cleaning gutters, culverts, and other drainage structures; power washing assigned areas; clean swimming pools, sidewalks, entry ways, stairways, interior and exterior windows, road sides, streets, and related areas; cleaning applicable equipment; and assisting in other cleaning projects.

Remove and haul waste and recyclables from areas of central aggregation, special events, and special clean-up sites.

Provide assistance with implementing pest control measures, which may include setting mice traps, placing ant and cockroach bait, assisting with bed bug clean-up, corralling wildlife, etc.

Assist crafts and construction workers by preparing work areas; performing rough repair work; tearing down structures; patching pavement; and performing pick and shovel work, driving dump truck or moving equipment. Work with Planners/Estimator/Scheduler(s) in related renovation project support.

Assist in grounds maintenance, including such activities as removing undergrowth and debris.

Operate and perform basic preventive maintenance on appropriate hand and powered equipment and tools, supplies, and materials.

In addition to performing the mending of upholstered goods and making simple repairs to office and household furniture, the Lead Support Associate shall coordinate repairs with vendors and update inventory records.

Perform monthly vehicle fleet cleaning, confirm basic operational function and report suspect conditions of basic operational, report mileage, tire pressures, and physical damages.
Must operate motor vehicles to transport and deliver heavy or other items.

Perform the full range of custodial work to include: clean and disinfect restrooms, locker rooms, and showers; replenish supplies including paper products, hand soaps, urinal chemicals and waterless urinal components; dust and clean glass doors, windows, blinds, graffiti, furniture and upholstery, light fixtures, stairwells, walkways and elevators; straighten and rearrange furniture; provide custodial support for activities such as respond to custodial/cleaning emergencies; safeguard assigned areas from unauthorized use and access by locking and unlocking doors and windows; arrange and set furniture, equipment and related items. Identify and report equipment, supply and repair needs. Identify and order necessary supplies and materials from warehouse.

Prepare and submit labor cards and work orders.