

## RamRide Nightly Operations Coordinator and Program Assistant Job Description | 2021-2022

**Job Title:** Nightly Operations Coordinator and Program Assistant

**Pay Rate:** \$12.69/hour

**Openings:** 4

**Weekly Hours:** 1 Friday OR Saturday night (7:00pm-4:00am), 6-set office hours per week (M-F during normal business hours between 9am-5pm), Friday from ~11:45am-1:00pm, ~4:00-5:00pm, and some Sundays from 12:00-2:00pm  
Must be available for Fall 2021 Staff Training on August 18-20, 2021 from 8am-5pm

Must be available for Spring 2021 Staff Training: Dates TBD (likely occurring during the week of January 10<sup>th</sup>, 2022)

**Hours/Week:** Approximately 18

**Begin Date:** In-Person in August

**Accountable to:** RamRide Graduate Assistant and Assistant Director of Off Campus Life

**Application Submission Date:** Rolling deadline

**Benefits:** Student benefit information can be found here: <https://hr.colostate.edu/current-employees/benefits/>

### Nightly Operations Position Description:

RamRide falls within the office of Off-Campus Life. The RamRide Nightly Operations Coordinator (NOC) is responsible for co-leading one nightly operation each week (Friday or Saturday) in accordance with all RamRide policies and procedures, three weekends a month. NOC's will also be responsible for holding a minimum of six (6) office hours per week where they will complete assigned office tasks and be cross-trained in Off-Campus Life Program Assistant administrative duties to provide further customer service. NOCs will assist during the week with Food Ops trainings and weekly operations. During nightly operations, two coordinators on duty will co-lead volunteer training, assist in checking in all student volunteers, vehicle assignments, and other nightly operation duties. All coordinators will meet with the Graduate Assistant and Program Coordinator bi-weekly to receive feedback on performance during nightly operations and project progress.

### Position-Specific Job Duties

- Work nightly operations one night per week (Friday or Saturday), three weekends per month and a minimum of six (6) office hours per week
- Report to the scenes of any accidents or incidents, and ensure all accident/incident reports submitted are accurately completed and detailed
- Train volunteers on RamRide's policies and procedures during RamRide food and nightly operations using provided training presentation, to be evaluated 1-2 times per semester
- Track RamRide volunteers' vehicle locations to ensure all volunteers are upholding RamRide procedures.
- Distribute keys, bags, phones and information to volunteers
- Assist in transporting cars to and from Motorpool every Friday, ~11:45am.-1:00pm, ~4:00pm-5:00pm, RamRide is in operations
- Know the correct process followed for the submission of the Nightly Operations Summary, and any accident or incident reports, and assist DOC in submitting all reports correctly
- Review contracts with volunteer organizations for nightly operations and food operations
- Complete extra tasks assigned during office hours assigned by the GARR (ex: cleaning, organizing and ride receipts)
- Be a positive representative of RamRide and Off-Campus Life by following all policies and procedures, and maintaining a professional image while on duty
- The NOC will meet with the Graduate Assistant of RamRide (GARR) and Program Coordinator bi-weekly to receive feedback on performance during nightly operations and project progress
- The NOC will communicate with supervisors regarding all efforts relating to RamRide prior to taking any action
- As a program assistant, maintain organization within office programs and provide customer service regarding Off-Campus Life resources and services

**All Student Staff Responsibilities:**

- Assist students who visit the Off-Campus Life or RamRide office to ask questions about serving as a RamRide volunteer, sign contracts, submit documentation, etc.
- General front desk/reception duties, including but not limited to answering phones, keeping stats, greeting/assisting customers, providing information regarding office services and programming, renting in Fort Collins, etc.
- Present a professional image of Off-Campus Life and RamRide to CSU students, faculty, and staff, and Fort Collins community members
- Maintain a work area that is professional and conducive to an aesthetically pleasing office environment as well as the work of other members of your department
- All OCL staff are expected to work some evening and weekend commitments (includes Community Welcome – August; Fall Clean-up – November; Housing Fair – February; CSUnity – April)
- Communicate with supervisors regarding all ideas or projects prior to taking any action
- Complete student evaluations at the end of each semester
- Be a responsible steward of the RamRide and Off-Campus Life student fee
- Working knowledge and application of Party Registration program, RentalSearch, etc.
- Facilitate/present various office programs (Roommate Roundups, etc.) and presentations (Orientations, OCL resources, etc.)
- Help create, plan, implement, and assess OCL large-scale programs
- Follow all Colorado State University policies, including, but not limited to, the Student Code of Conduct

**Minimum Qualifications:**

- Be accepted for enrollment as a regular degree-seeking student at Colorado State University, carrying at least one credit per term during the academic year
- Currently have a cumulative GPA of no less than 2.5
- Be in good academic and disciplinary standing according to Colorado State University standards
- Must be able to commit to the position for at least one year
- Have a valid driver's license, automobile insurance, and your own reliable form of motor vehicle transportation
- Ability to execute and follow safety procedures
- Ability to effectively work late night/early morning hours
- Demonstrate the ability to work effectively both individually and on a team
- Effective oral and written communication and interpersonal skills
- Ability to accept and provide constructive feedback

**Preferred Qualifications:**

- A cumulative GPA of 3.0
- Experience speaking in front of large groups of people
- Experience handling sensitive and/or confidential information
- Past experience volunteering with RamRide
- Ability to work in a fast-paced, and at times, chaotic environment
- Ability to take an initiative in completing tasks
- Excellent customer service skills

**How to Apply:**

Please submit the following information to [Bri.Colon@colostate.edu](mailto:Bri.Colon@colostate.edu). For questions, please call Bri Colon at (970) 491-7863. Work study and non-work study are welcome to apply.

Colorado State University may conduct background checks on all final candidates.

1. Current resume
2. Three (3) professional references (including email addresses and phone numbers)

RamRide and Colorado State University are equal opportunity employers. Positions, if offered, are pending the results of a background check.

3. Letter or email stating your interest and specific qualifications for the position
4. Fall 2021 class schedule (if obtained)
5. List of co-curricular commitments, anticipated internships, study abroad intentions, etc.

**Click here to learn more about why our staff love working at Off-Campus Life!**

<https://ocl.colostate.edu/about/employment/>