

# ERIK J. SCEARCE

## EDUCATION

**Bachelor of Science**

**Graduated: May 2016**

**College of Arts and Sciences, Indiana State University**

- Major: Communications
- Minor: Human Development and Family Studies

**Bachelor of Science**

**Expected: December 2019**

**Department of Economics, Illinois State University**

- Major: Economics

## PROFESSIONAL WORK EXPERIENCE

**Service Area Coordinator**

**June 2017 to Present**

**Cardinal Court Complex, University Housing Services, Illinois State University**

### Select Achievements

- Restructured University Housing Services core change processing, tracking, and billing procedures. Developed quarterly audits and billing reconciliation procedures with Associate Director for Business Operations. As a result, there has been a significant decrease in department paid core changes and a higher level of security within key structure and protocols.
- Analyzed, collected data, and provided recommendation to recore Cardinal Court Complex fully. This recommendation alleviates security issues with expired core patents and reduces student keys from three keys to two keys with the mailbox being recored to the same bedroom key, reducing student charges from lost mailbox keys.
- Led the creation of mailroom shifts to better manage the increasing demand of mail and package services. Additionally, I developed daily mail and package audits. Submitted proposal for the installation of an additional computer workstation to ensure mailroom efficiency.

### Keys and Access

- Monitor the check-in/out of live-in and spare apartment, bedroom, and mailbox keys totaling 4,625 keys
- Submit and track all core changes with subsequent billing for residents including quarterly audits and reconciliation
- Analyze and review shift change key audits and daily key code audits, following up with any issues
- Troubleshoot electronic card access issues and maintain FOBs for temporary access purposes
- Coordinate room changes with Complex Coordinator ensuring resident's StarRez assignment booking is processed

### Human Resources and Payroll

- Interview, hire, orientate, train, develop, and counsel a staff of 30 to 35 student employees including Service Area Managers, Housing Tour Guides, and Office Assistants
- Prepare all service area schedules and approve shift switch requests
- Review, reconcile, and approve payroll for 30-35 student employees on a semi-monthly basis
- Track fiscal year student payroll budget ensuring Federal Work Study balance requirements are met and adjust student hours as necessary
- Ensure high level of efficiency with service area operations and auditing including key checkout procedures, lost and found procedures, supply checkout, work order submission, and more
- Provide primary leadership in the development and execution of a campus wide performance evaluation process and fall/spring training model for approximately 200 Service Area Managers

### Mail Operations

- Oversee area mail operations including logging, securing, and tracking of approximately 4000 packages (per semester)
- Troubleshoot and follow-up on all missing and mis-delivered mail/package concerns
- Develop and foster positive relationships with the United State Postal Services, United Parcel Services, Fed-Ex, and DHL

### Facilities

- Coordinate with the Assistant Director for Facilities to manage Service Area technology and develop/execute complex improvement projects
- Submit any necessary work orders for fitness center equipment, laundry machines, theater room, and conference rooms
- Review and approve facility reservations for indoor/outdoor multipurpose spaces, conference rooms, fitness center, and theater room
- Assist in the opening and closing of complex including damage billing processes for 894 residents
- Monitor electricity usage throughout complex and email usage statements to each resident on a monthly basis
- Build and foster positive relationships with campus dining partner, Subway Restaurants, whom operate locations inside of the residence halls and apartment complexes
- Assess area office supplies and form inventory, place/check-in orders, and track fiscal year budget

### Student Development and Crisis Response

- Participate in on-call rotation for crisis response and facility concerns for approximately 1600 students
- Process and adjudicate University Housing Services and Student Code of Conduct policy violations
- Conduct health and safety checks of apartments at each major university break

**Shift/Store Manager****February 2015 to May 2017****Subway Sandwiches**Select Achievements

- Developed and marketed an initiative to increase the sales of “deluxe” upgrade for sandwiches/salads. As a result, I was able to increase the stores percentage of deluxe sandwiches/salads from 3 % to 21%.
- Revamped closing shift procedures creating better efficiency. Subsequently, I was able to reduce excess labor costs.
- Created and implemented procedures to ensure regular cleaning of non-daily cleaning tasks including sanitizing menu boards, scrubbing base boards, disinfecting trash receptacles, and more.

Responsibilities

- Interviewed, hired, orientated, trained, developed, and counseled a staff of 15-20 employees and 1-2 Shift Managers
- Regularly met or exceeded weekly and monthly sales projections
- Counted all inventory, analyzed food cost, and placed regular product orders through appropriate distributors
- Administered payroll, developed weekly schedules, completed restaurant paperwork, and managed deposits
- Troubleshoot and placed repair requests for broken equipment
- Maintained store cleaning procedures and ensured safe environment for food preparation, handling, and consumption
- Performed regular facility walk-throughs to assess cleanliness and employee preparedness for shifts
- Ensured optimal customer service by listening to concerns and troubleshooting issues
- Developed and fostered positive relationships with local businesses and organizations

**PARAPROFESSIONAL EXPERIENCES****Ticket Office Manager****May 2014 to August 2016*****Terre Haute Rex Baseball***

- Supervised a staff of two interns in ticket production and sales
- Managed distribution/collection of game day operational funds totaling an approximate \$6000 per game
- Provided optimal customer service to fans through listening and troubleshooting their concerns

**Regional Conference Co-Chair****December 2013 to March 2015*****GLACURH 2014, Indiana State University***

- Supervised and held one on one meetings with six conference staff members
- Prepared and held biweekly and weekly meetings alongside conference co-chair
- Garnered campus support and communicated with key campus professionals
- Served as conference liaison on GLACURH Regional Board of Directors

**National Chair****June 2013 to June 2014*****Student Unit, American Association of Family and Consumer Sciences (AAFCS)***

- Served as a member of the AAFCS National Board of Directors
- Led monthly conference calls with five other student unit officers
- Provided professional development opportunities to student unit officers
- Developed conference programs at the Annual Conference and Expo
- Edited/designed newsletter, “In the Know” (published quarterly)

**Resident Assistant/Academic Peer Advocate****May 2011 to May 2014*****Residential Life, Indiana State University***

- Developed community within respective residence hall through planning and implementing programs
- Opened newly renovated residence hall facility (2013-2014)
- Presented developmental sessions to new Resident Assistants and at student leadership conferences including topics on diversity, leadership, residence hall education, and “Who Moved My Cheese?”
- Enforced university and residence hall policies through participating in on-call duty rotation
- Participated in the hiring process of student staff members and professional staff positions
- Served as an academic resource to first year student’s during their transition into college academia
- Member of the Sycamores for Social Justice committee
- Liaison between ISU Resident Assistants and ISU’s chapter of Residence Hall Association

**PROFESSIONAL AWARDS & PRESENTATIONS**

- “Lifesaver Award” - Illinois State Housing Services , December 2017 and February 2018
- “STAR Moment Award” - Illinois State Division of Student Affairs, February 2018
- “Bright Idea Award” - Illinois State Housing Services, June 2018
- Presented conference session entitled, “Affecting Organizational Change” at the Illinois State Division of Student Affairs 2018 Annual Conference