



Housing and Residence Life Engagement Student Assistant (SA) Position Description 2020-2021

Position: Engagement Student Assistant for Housing and Residence Life

Days: Monday through Friday (holidays and weekends may be required)

Hours: Up to 20 hours a week while classes are in session / Up to 40 hours a week when not registered for classes

Hours of Operation: 8:00 a.m. – 5:00 p.m.

Compensation: \$9.00 an hour & early class registration

Appointment: 12-month position (This includes mandatory workdays for heavy work periods, such as Move-In and Move-Out).

The Department of Housing and Residence Life is seeking students who enjoy working with others, possess excellent customer service skills, and are willing to learn. The Student Assistant (SA) works in conjunction with other HRL staff to provide information, answer questions, and to promote a secure and safe environment for all residents.

Job Description

- Take ownership of current, prospective, or former resident's inquiries and follow through with a resolution while maintaining a friendly and courteous attitude
- Create and enforce weekly student assistant schedule and approve shift swaps
- Attend weekly staff meetings (day and time to be determined by the Supervisor).
- Co-facilitate staff meeting with Supervisor at least once a month
- Lead team development activities and initiatives with help from Supervisor
- Attend monthly hub meeting and weekly functional area meeting with the Occupancy Coordinator and the Facilities Coordinator
- Conduct room inspections to verify room availability or readiness
- Report and record maintenance, custodial, and other facility-related concerns
- Contribute to the general upkeep and cleanliness of the office and common areas
- Give tours of model rooms as needed
- Provide escorts for vendors
- Assist in preparing and participating in HRL events
- Properly handle package and mail couriers such as Amazon, UPS, Campus Mail, etc., for HRL staff and ensure correct delivery as needed
- Open and close the office
- Perform related duties as assigned by Supervisor

Qualifications

- Cumulative GPA of 2.5 or better
- Remain in good financial and judicial standing
- One year experience working on campus required (*housing experience preferred*)
- Ability to walk for extended lengths and periods of time
- Satisfactory criminal background check and completion of all required hiring paperwork is required.
Priority will be given to students whose schedules fit the front desk operation requirements