Student Assistant Job Description

Qualifications
To perform this job successfully, an individual must be able to perform each of the job functions satisfactorily. Customer service experience is essential to be successful in this role. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

· Must be currently enrolled in at least a half-time credit load (6 hours) at KSU
· Student Assistants are required to maintain a semester and cumulative 2.0 G.P.A. or higher to keep your position
· You must be available for a minimum of 10 hours per week. You may not work more than 20 hours per week
· Must have a working knowledge of Microsoft Office Suite
· Must know how to file, fax, scan, copy and complete other administrative tasks as assigned such as data entry, and project/event support
· Must successfully pass all areas of KSU’s background check process including the credit and Motor Vehicle Record (MVR) checks (as needed)
· Students should be creative, organized, motivated, punctual and have a good work ethic

Responsibilities
· Greet customers with a friendly, courteous attitude
· Assist in preparing rooms/units for occupancy at any time during the year and mandatory in the months of July and August
· Participate in move-in and move-out room inspections
· Record and follow up on resident maintenance requests
· Contribute to the general upkeep and cleanliness of the office and common areas
· Take ownership of current, prospective or former residents’ inquiries and follow through with a resolution
· Answer telephones with an appropriate greeting in a courteous manner
· Retain accurate records
· Assist in preparing and participating in Housing and Residence Life events
· Open and close the office and model rooms
· Establish and maintain collaborative relations with the University and the community
· Perform other related duties as assigned by your supervisor

Dress Code

An employee’s appearance while at work should always be appropriate and contribute to a safe working environment. All employees should follow the dress code below. It is essential that you act professionally and extend the highest courtesy at all times to co-workers, visitors, customers, vendors, and the community. A cheerful and positive attitude is essential to our commitment to extraordinary customer service. An employee should use good hygiene practices. This includes being well-groomed and clean.

Should an employee fail to follow the proper dress code or appearance standards, that employee will be sent home and directed to return in dress code appropriate attire/appearance. Employees will not be paid for the time away from work while doing so.

· Dress pants or khakis in good condition with no rips or tears, etc.
· Polos, button-up shirts, sweaters, or KSU branded t-shirts in good condition (No shirts that are very low cut or have thin straps)
· Skirts and dresses must be knee-length
· Shorts (seasonal, must be pre-approved by your supervisor, and must not be athletic shorts)

Work Space

A clean, orderly workspace provides an environment conducive to working efficiently. Employees are responsible for maintaining the workspace assigned to them. Employees should keep in mind that their workspace is part of a professional environment that portrays the Department’s overall dedication to providing quality service to its customers. Therefore, your workspace should be clean, organized and free of items not required to perform your job.

Disciplinary Action Process

Violation of performance expectations and rules set by the University or Housing and Residence Life may result in disciplinary action up to and including termination. Student Assistant performance and conduct may impact student employment status in other positions held by the student. Student Assistants will, in most cases, be given a written warning first, then put on probation for a period determined by the supervisor, and then termination if necessary. Some situations may call for termination without following this process.

Office Equipment and Use of Property

Certain equipment is available to student assistants depending on the needs of the job. This equipment is the property of the University and cannot be removed from the office without
prior approval from your supervisor. It is expected that you will treat this equipment with care and report any malfunctions immediately to supervisor. Misuse, damage or loss of any University property or equipment may result in disciplinary action and liability for replacement cost. The copy/fax machine and printer are for Department related jobs only, do not print or allow others to print or copy documents on these machines for personal use.

**Hours of Work**

Excluding University approved holidays and closures, normal work hours will be Monday through Friday, with normal operating hours from 8:00 a.m. to 6:00 p.m. Periodically Saturdays will be required for special events, which include but are not limited to Open Houses and training.

**Attendance and Punctuality**

It is important for you to report to work on time and to avoid unnecessary absences. We recognize that illness or other circumstances beyond your control may cause you to be tardy or absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action up to and including termination.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be tardy or absent, you should notify your supervisor via email, 24 hours in advance. If your tardiness or absence is unexpected, you should attempt to reach your supervisor as soon as possible, but in no event, later than one hour before you are due at work. In the event your supervisor is unavailable, you must notify their supervisor via email.

**Expectations**

- We understand your studies come first as a student, and it is expected that you prioritize your position as a student assistant as you would any other job.
- We want you to succeed in college and this role. If you have concerns about your schedule or balancing the role with course work, please let your supervisor know.
- Arrive on time, and prepared for your role and be committed when you are working.
- If you know you will not be able to keep your shift, contact one of your fellow student assistants to swap and notify your supervisor. Email your supervisor if you are unable to find someone to cover your shift.
- Keep the office area clean and organized and create a welcoming environment.
- You can give out RA on Call numbers and office numbers. RD/AC on Call and personal cell phone numbers of professional staff members should not be shared with the public.
- Stay positive and professional. You have a big influence on the office atmosphere.
- Understand there is always something that could be done, ask around to see what you can do to assist.
· You are a resource! Become as knowledgeable as possible about Housing and Residence Life as well as other offices around campus.
· Do not answer, “I don’t know.” Inform the guest/student that you will find out an answer and get back to them within a specified time frame.
· Be flexible and contribute to the team.
· Keep personal phone calls, emails, and other personal business to a minimum.
· Actively support in words and actions the other members of the Department.
· Maintain confidentiality regarding all student/staff matters and publicly support all Department decisions.
· Check your KSU email daily for work-related emails and respond to matters in a timely fashion.
· Have at least one 1:1 meeting with your supervisor each semester to discuss how the position is going and how you are doing as a student.
· Attend training as scheduled and ask questions.
· Voice any concerns you may have, we want this to be a positive and engaging experience for you, and we value you as part of our team.
· Be visible, available and approachable.
· Use equipment, time, and resources judiciously and as authorized.
· Obtain approval from your supervisor before accepting outside employment.
· Comply with departmental and university expectations, policies and procedures.
· We work in residence halls (Really Exciting Socially Inter Dependent Environment Necessary for Creating Engagement), not dorms (Dull Ordinary Room of Mine).
· We have fun here, and we want you to as well!

FERPA

The Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, is a federal law that sets forth requirements regarding the privacy of student records. FERPA governs the disclosure of student records maintained by an educational institution as well as access to those records. FERPA rights begin at the time of enrollment. Institutions that receive funds administered by the Federal Office of Education are bound by FERPA requirements. Failure to comply may result in the loss of federal funding. [https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html](https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html)

FERPA grants four specific rights to the student:
· The right to review and inspect their educational records
· The right to have their educational records amended or corrected
· The right to limit disclosure of some portions of their educational records
· The right to file a complaint with the U.S. Department of Education concerning alleged failures by institutions to comply with the Act

Due to federal confidentiality laws, the resident must come to our office and sign a FERPA waiver before we can discuss anything with someone other than the student or a need to know
KSU staff member (this step is optional for students). All matters discussed in the office about staff or students should be kept in confidence and should not be shared outside the office.

About Kennesaw State University

A leader in innovative teaching and learning, Kennesaw State University is one of the 50 largest public institutions in the country. KSU offers more than 150 undergraduate, graduate and doctoral degrees to its more than 35,000 students. With 13 colleges on two metro Atlanta campuses, Kennesaw State is a member of the University System of Georgia and the third-largest university in the state. The university’s vibrant campus culture, diverse population, strong global ties, entrepreneurial spirit, and Division I athletics draw students from throughout the region and from 92 countries across the globe. Ranked a top choice for students by U.S. News, Kennesaw State is a Carnegie-designated doctoral research institution (R2), placing it among an elite group of only 6 percent of U.S. colleges and universities with an R1 or R2 status.