Academic Support Initiatives Student Assistant Position Description

Website:  [http://reslife.tamu.edu/employment](http://reslife.tamu.edu/employment)

The Department of Residence Life at Texas A&M University serves an on-campus population of approximately 11,000 students in a variety of residence halls and apartment living spaces. Duties of the Student Assistant within Academic Support Initiatives are to provide support to the full time office staff.

**Learning Outcomes:**
- **Transferable Skills**
  - Develop critical career competencies and become ethical, positive and caring leaders
- **Collaborative Work**
  - Function effectively as part of the team
- **Customer Service**
  - Provide customer service to internal and external stakeholders

**Required Terms of Employment & Qualifications:**
- Must be a full-time student in good academic and conduct standing as defined by TAMU
- Ability to communicate well, verbally and non-verbally
- Ability to relate well with students, faculty, and administrators
- Demonstration of responsibility, positive attitude, confidence, flexibility, team orientation, strong interpersonal skills, and high energy
- Must be available to attend trainings, office hours, presentations, and other meetings as necessary
- Ability to be self-directed with excellent written and verbal communication skills
- Serve as a positive image for the Department of Residence Life, reflecting the Mission and Vision of this department.
- Dress neatly and appropriately to maintain a professional appearance

**Preferred Qualifications & Interests:**
- Prior experience or interest in the on-campus experience, student learning, education, leadership, peer mentorship, and other social science topics.
- Live on-campus at Texas A&M University
- Customer Service experience
- Knowledge of A&M Campus located in College Station

**Responsibilities:**
In general, the minimum expectations for the Student Assistant position are:
- Help students become familiar with university resources; refer residents to appropriate university resources as needed
- Assist with the set up and take down of events
- Staff resource tables to share program information and resources at various events – as needed
- Answers telephone calls on multiple lines, and refers calls to appropriate offices within the Department of Residence Life and the University while ensuring confidentiality
- Mails out correspondence as requested. Empties recycle bin or shred documents as needed
- Responsible for keeping the copier and printers stocked with paper
- Performs other duties as assigned by the Academic Support Initiatives staff
Compensation:
Students will be paid an hourly rate as a Student Assistant. Student Interns must be able to provide proof of identity and employment eligibility as well as pass criminal background check. Students will be paid for their hours worked following the bi-monthly pay schedule.

Accountability Policy:
You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is important to follow all rules, policies, and expectations of the position you have accepted. The following policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive discipline and accountability model that an employee would typically follow given some of the examples in this policy. However, the severity of the situation or behavior of the employee may warrant immediate progression to a more severe measure, up to and including termination, without having been provided a lesser measure previously. The severity of the measure will be determined by the supervisor in consultation with the HR Coordinator, if necessary.

Notes
The supervisor will keep notes on each staff member regarding his or her performance throughout the year. These notes will be used to praise good work, address concerns, and to provide an accurate representation of the employee's performance on the annual evaluation. You may request to see your notes at any point. These notes may be kept in a variety of formats.

Warning
A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be documented within your Notes for future reference. Some actions that could result in a Warning include but are not limited to: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.

Reprimand
A Reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, Termination or Probation may result. This Reprimand may include a probationary period with the expectation of marked improved performance. A copy of the Reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a Reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a Warning, etc.

Probation
A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific inappropriate actions or decisions. Some actions that could result in Probation include but are not limited to: your 3rd time being late to a shift or leaving early without the approval of the supervisor, your 3rd time having a visitor at the desk without approval, your 2nd missed shift, repeating behaviors that resulted in a Reprimand, falling below the required GPR, etc.

Termination
Depending on the severity of the issue, Termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in Termination include but are not limited to: your 4th time being late to a shift or leaving early without the approval of the supervisor, your 3rd missed shift, insubordination while on probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in Probation, etc.

______________________________  ________________________________
Employee Name                                                                Employee Signature

______________________________  ________________________________
Date                                                                        Supervisor Signature