Learning Outcomes

- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Communication
  - Demonstrate appropriate professional communication skills within the workplace
- Professionalism
  - Demonstrate appropriate professional behavior
- Critical Thinking
  - Synthesize information to effectively respond to customer questions or needs

Qualifications

1. Must possess an ability to work with a diverse population.
2. Must have at least one-year prior experience in working with the public.
3. Must be attending Texas A&M University at the time of employment.
4. Must have and maintain a 2.5 GPA while employed by the central office.
5. Average computer experience; prefer experience in Microsoft Word/Excel 97.
6. Office experience preferred, but not required.

Expectations

1. **Attendance:** Be on time for all scheduled shifts. Expected to work shifts through the end of the semester, including finals week (this is negotiable). If you are not able to work your assigned shift, please make every effort to call and if possible, find someone to work for you. (We realize that this may not always be possible).
2. **Initiative:** It is important that you occupy your scheduled time here to the fullest. If you exhaust the tasks assigned to you, please check the “Daily Task List” or ask if there are other projects you may start on.

Your creativity, ideas and suggestions are encouraged and appreciated.

Errands: Student Assistants may be asked to run on-campus errands. This may include traveling to offices across campus.

3. **Quality of Work:** It is understood that all work given to you should be done in a timely and professional manner. When your shift has ended and there is “unfinished” work for the incoming person to complete, leave a detailed note as to what you are working on and where the incoming person should begin and what to do.

4. **Public Contact:** Customer Service is a priority in this office. If a staff person is out sick or taking the day off, please do not give specifics of the situation to the caller. The caller has no need for this information. Example: “I'm sorry, _____ is out of the office today, can someone else help you or would you like to leave a message?”

5. **Communication:** Polite and genuine phone skills are essential. Accurate and timely phone messages are invaluable to maintain quality service with staff and customers.

6. **Visitors:** Visiting is welcome, it is an essential part of staff morale. However, if you are visiting with others too frequently, or others come by to visit too frequently to the extent that productivity is effected, this may be reconsidered.

7. **Adaptability:** Our office and the department will always be in constant change. Please welcome these changes. Things you may be asked to do will vary. You will be expected to be flexible and help out as necessary. Your input will be considered. I encourage you to be supportive whether you agree or disagree. If we are to be an effective office, we must support one another.

8. **Approachability:** Project yourself in a positive manner. Practice good listening skills. Be aware of facial expressions and acknowledge individuals promptly when they are speaking to you.

9. **Supervision:** In regard to supervising Student Assistants, the Senior Administrative Coordinator will be the direct supervisor, but recognition of other's authority in the office is expected. When the Administrative Coordinator is out of the office, you will report to the Senior Administrative Coordinator.

10. **Staff:** You are expected to follow expectations set forth by the Administrative Coordinator as well as the department. In the event that you fall short of these expectations, efforts will be made to address and/or correct the behavior. When these combined efforts fail, you will be subject to termination.
Detailed Position Description

Standard Central Office Administrative Student Assistant Position Duties Include:

1. Answers the phone
2. Light typing
3. Files occasionally
4. Greets public
5. Assists in giving information to students/parents when possible
6. Completes daily Mail Runs
7. Completes daily tasks such as fill office copiers with paper, check fax machine for faxes, sort incoming mail, and check all refrigerators for coke and water supply.
8. Creates/Updates spreadsheets, word documents, etc....
9. Other duties as assigned.

These expectations are not all inclusive and are subject to addition and/or modification.

My supervisor and I have verbally covered the above expectations. I have a full understanding of what is expected of me.

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.

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My supervisor and I have verbally covered the above expectations. I have a full understanding of what is expected of me.

_________________________________________  _______________________________________
Employee Name                                      Employee Signature

_________________________________________  _______________________________________
Date                                      Supervisor Signature

Revised 5/28/2019