Department of Residence Life
BUSINESS OFFICE
STUDENT COORDINATOR
POSITION DESCRIPTION

The Business Office Student Coordinator is a vital component of the Business Office in the Department of Residence Life. The Student Coordinator supports the Business Office by assisting with day-to-day business functions. The day-to-day work of this position requires meticulous attention to detail, dedication to consistency, and a keen eye for compliance opportunities and improvements.

**Learning Outcomes:**

- Communication
  - Demonstrate effective professional communication skills
- Critical Thinking/Problem Solving
  - Synthesize information to effectively respond to problems or issues as they arise
- Independence
  - Effectively work with autonomy
- Confidential File Management
  - Effectively organize and maintain confidential personnel files
- Financial Management
  - With high attention to detail, ensures that revenues and receipts balance

**Terms of Employment & Qualifications:**

- Must be attending Texas A&M University at the time of employment.
- Average computer experience; prefer experience in Microsoft Office.
- Ability to be self-directed with excellent written and verbal communication skills
- Prefer at least one-year prior experience working in a business environment.
- An accounting background is preferred, working with university account reconciliation using FAMIS, COMPASS and Touchnet systems.

**Responsibilities:**

In general, the minimum expectations for the Student Coordinator position are:

- Reconciles the On-Campus Housing Office, University Apartments and Conference Services Deposit, E-pay, and Conference Programmer (CP) Accounts utilizing COMPASS reports, internal reports, FAMIS, and Touchnet monthly.
- Coordinates data collection as it relates to current and future residents, and rent collection.
- Reconciles apartment rental, electrical and maintenance payments.
- Ensures all policies and University rules are applied while reconciling accounts and purchasing cards.
- Assists the HR & Payroll Coordinators with filing and other general office tasks maintaining strict confidentiality and compliance with HIPPA.
- Assists with records maintenance by organizing files in an effort to maintain an orderly filing system.
- Assists with records retention by preparing files for storage and/or destruction according to the Records Retention Schedule.
- Assists the Business Staff with day-to-day business functions.
- Advances the philosophy of multiculturalism and actively promotes diversity.
- Assists with other duties and special projects as assigned by the Business Office staff.

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

**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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<tr>
<th>Employee Name</th>
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<tbody>
<tr>
<td>Date</td>
<td>Supervisor Signature</td>
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