Department of Residence Life
Community Learning Center Student Assistant
JOB DESCRIPTION

GENERAL SUMMARY
The student assistant for the Community Learning Center (CLC) is responsible for providing excellent customer service to students and visitors as well as overseeing the security and proper use of the Community Learning Centers. The CLC Student Assistant assists students and visitors by answering questions, keeping supplies stocked, monitoring the area to ensure a conducive learning environment, and continually maintaining a clean and safe environment—all in an attentive, professional, and helpful manners. This position requires a broad knowledge of the Community Learning Centers, the Department of Residence Life, and Texas A&M University. The student assistant is also responsible for communicating any facility issues and emergencies to the appropriate entities as outlined in the CLC Handbook and during Training. CLC Student Assistants may be scheduled to work in all CLC locations within Residence Life.

LEARNING OUTCOMES
- Technology
  - Troubleshoot technology in the CLCs
- Customer Service
  - Provide exceptional customer service to internal and external customers
- Communication
  - Effectively communicate with coworkers, supervisor, and students

REQUIRED
1. Must be currently enrolled as a student at Texas A&M University
2. Must have:
   a. Completed at least one’s year full-time enrollment at Texas A&M University
   b. One year’s experience in working with the public
   c. Excellent communication skills
   d. An ability to work with a diverse population

PREFERRED
1. Residence hall living experience
2. Current on campus resident
3. One year’s experience as a Student Assistant, preferably at Texas A&M
4. Knowledge of Texas A&M University, College Station campus
TERMS OF EMPLOYMENT

1. Must be available to work a full academic year (August through May) with the awareness that employment will be expected during some university holidays and breaks. If a Student Assistant leaves for the summer but intends to return in the fall, there is a possibility that the position may not be available upon his/her return. Opportunities for summer employment do exist. The dates and times of the daily operation of the CLC will be decided by the Coordinator for Academic Support and Initiatives.

2. Each desk staff member must be responsible for his/her shifts. Staff must be available to consistently work a minimum of 12 hours per week. Occasionally, due to unforeseen circumstances, the staff member may work an hour or two more or less; but the total time for 2 weeks should equal 24 hours. During special events, the staff may be required to work more shifts. Undergraduate staff may not exceed 28 hours/week. Graduate staff may not exceed 20 hours/week.

3. Desk staff may not be concurrently employed in a Resident Assistant (RA), Graduate Hall Director (GHD) or Community Director (CD) position. Another source of employment can be permitted as long as it does not interfere with the desk staff responsibilities. If interference occurs, the desk staff member may be asked to resign one position. Undergraduate staff may not exceed 28 hours/week for all on-campus jobs. Graduate staff may not exceed 20 hours/week for all on-campus jobs.

4. Each desk staff member must attend all training sessions as specified by the Department and the Coordinator for Academic Support Initiatives. Training typically takes place a day or two before halls open; desk staff members are expected to arrive early to participate in training. Dates will be shared with desk staff members well in advance of training.

5. CLC Student Assistants can only be on probation once (based on grades or performance) during employment with the Department. Actions that would result in being placed on probation for a second time will result in termination.

RESPONSIBILITIES AND EXPECTATIONS

1. Ensure the safety and security of individuals and the Community Learning Center area by following Texas A&M University and the Department of Residence Life policies and procedures in responding and reporting safety and security issues.

2. Act as a referral/resource person for all who visit the Community Learning Center. Willingly provide general and accurate information. Address or acknowledge each guest’s presence at first appearance. If the CLC student assistant is on the phone, it is expected that he/she will at least make eye contact to acknowledge the guest’s presence. It is expected that the CLC student assistant will try to help the guest as soon as possible.

3. Login to the CLC work computer and CLC email during every shift; check emails and voicemails during every shift, replying as necessary and informing the Coordinator for ASI as necessary.

4. Actively monitor the Community Learning Center space including the study areas and open access lab. Ensure only approved drinks/drink containers are being used within the CLC.

5. Contact Information Technology when there is an issue with the open access lab. File a maintenance request for any issues.

6. Always present a positive image for Texas A&M University and be attentive when responding to customer questions or concerns.

7. Answer the telephone promptly and regularly check for voice mail messages.

8. Report any emergencies and unusual or illegal activities to the proper authorities by following the Department of Residence Life procedures.

9. Attend all scheduled CLC staff meetings.

10. Maintain the Community Learning Center area by keeping a clean and safe environment for students and visitors. Ensure that all individuals properly observe the rules and regulations for the Community Learning Center area by following Department of Residence Life procedures. Be aware of your surroundings.
11. Possess a helpful and customer-oriented demeanor at all times.
12. Perform other duties as assigned and needed to assist the Department of Residence Life throughout the academic year and during the summer.
13. Complete all mandatory trainings during the timeframe allotted.
14. Complete all timesheets in a timely manner as directed by the Business Office and/or the Coordinator.
15. Pick up the CLC keys from the 24 Hour Desk at the beginning of the first shift of the day; return them to the 24 Hour Desk at the end of the last shift of the day.
16. Arrive on time to all scheduled shifts.
17. Do not leave your shift until your replacement has arrived. If your replacement has not arrived, call him or her directly.
18. Do not leave the desk unattended for long periods of time, other than to quickly use the restroom or to complete tasks around the CLC.
19. Complete daily checklists and other tasks as assigned by the Coordinator.
20. Maintain a neat, professional appearance while on duty, ideally wearing officially designated staff attire or University attire. All clothing must be appropriate. Good grooming and personal hygiene are necessary to provide a positive image.
21. Follow all University and Department of Residence Life policies and procedures while utilizing Texas A&M University equipment, including computers. The use of Department of Residence Life computers is permitted while on duty as long as it does not interfere with the responsibilities of this position and does not result in an additional cost to the University. Use of computing resources for commercial purposes or personal gain is prohibited. Failure to comply with policy and procedures of the University and the Department of Residence Life by not delivering excellent attentive customer service and maintaining a clean and safe environment could result in removal of all computer programs except for the ones necessary to complete the duties of the position and up to termination of employment. No personal computing devices, including, but not limited to, tablets, laptops, gaming devices, and headphones are allowed to be used while on duty unless prior approval has been provided by the Community Learning Center Coordinator.
22. Short, personal calls and text messaging are permitted as long as they do not interfere with the assigned duties and the ability to provide excellent customer service. Abuses of either could result in the end of these privileges while on duty.
23. No visitors are allowed at the desk.
24. Departmental nametags must be worn at all times while working.
25. Other duties as assigned.

**STAFF EVALUATIONS**
The staff evaluation process allows staff members to acquire and use information regarding their job performance and development. The information may come from a variety of sources. The object is to help the staff members understand their current patterns of behavior and positively emphasize the specific skills they have instead of the ones they lack. In this way, staff members can move toward increased self-direction, continued development, and improved job performance.
Staff evaluations are an ongoing process; any behavior deemed inappropriate should be addressed at the immediate time and should not be held over until the evaluation process. Similarly, outstanding performance should be acknowledged when it occurs. Items noted on a staff evaluation should not come as a surprise to the recipient.

The evaluation process is a continuing process, not an activity undertaken once a semester or year. It should be used in conjunction with goal setting and changing strategies to establish an integrated system for encouraging growth.

The following evaluation forms may be used in the assessment process for each area.

- **Student Assistant Performance Evaluation and Goal Setting**

In each case where a supervisor is evaluating a staff member:

- The original should be sent to the DRL Business Office when the evaluation is complete unless directed to send all evaluations to one CRL for verification.
- Provide the employee with a copy of the signed evaluation.
- Note: If employee does not meet expectations, then the evaluation should be discussed with the evaluator’s supervisor prior to presenting it to the employee.

**Formal staff evaluations will take place once each semester.** Informal evaluations should be an ongoing process. An annual performance evaluation for non-faculty employees must be completed between March 1 and May 15. [http://eodinfo.tamu.edu/performEvals/default.aspx](http://eodinfo.tamu.edu/performEvals/default.aspx)

**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.

I have read and completed this form in its entirety:

__________________________  _______________________
Employee Name  Employee Signature

__________________________  _______________________
Date  Supervisor Signature

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