Texas A&M University
Department of Residence Life
Corps Housing Office
Student Assistant Position Description

GENERAL SUMMARY
The Housing Office Student Assistant for the Corps Housing Office is responsible for overseeing the Cadets housing needs in their appointed dorms.

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

REQUIRED
• Must be currently enrolled as a student at Texas A&M University.

PREFERRED
• Knowledge of Corps of Cadets policies as well as those of the Corps Area Office.

TERMS OF EMPLOYMENT
• Be available during scheduled work hours.
• Unless previously arranged you will be required to work all Fall check in dates, such as; Cadre Early Arrival, FOW, move in for Corps, move out for Corps.

RESPONSIBILITIES
• Responsible for the check in process at the Fall semester.
• Assists with the application process, to include opening, checking and the sorting of mail and forms.
• Files paperwork in students’ folders, and distributes the folder to the appropriate office personnel when requested. Assists with locating files and filling out forms for student cancellations, or record changes. Processes record updates on the housing database when needed per supervisor.
• Creates and files student folders in multiple file cabinets.
• Processes all paperwork related to Cadet Resignations. Assists with creating, revising, and updating weekly Dorm Roster inspections and discrepancy reports. Maintains Housing Database to reflect proper room changes.
• Responsible for on-campus errands to the Central Administrative Office and other locations as needed.
• Assists Office Manager and Coordinator of Corps Area Housing Office (front counter) with incoming correspondence and when necessary, distributes correspondence within the office.
• Provides summer housing information as requested by students, parents, or other individuals who call or visit the office when the summer assignments staff member is not available.
• Assists with the New Student Conference housing presentation for students during the summer months concerning housing for incoming students.
• Assist with move out procedures, FOW and SOW (some weekend work required).
• Serves as housing representative for the resource table each week throughout the summer months and whenever needed during fall and spring semesters.
• Performs other duties and special projects as assigned by the Office Manager.
• Dress appropriately, no athletic shorts, no tank tops, shorts may be worn but must be appropriate length. If you work New Student Conferences you are required to wear a ResLife provided Polo shirt.

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

Revised 5/13/2014