STUDENT OFFICE ASSISTANT

POSITION DESCRIPTION

Position Overview
The student assistant for Facilities & Operations reports to the Administrative Coordinator. This position is responsible for greeting all visitors to the office, answering the Office phone, directing visitors/callers to the appropriate staff members to answer questions concerning the Residence Halls, and serving as a customer service representative for the Department of Residence Life. Performs clerical tasks that follow well-established procedures requiring limited judgment as assigned by supervisor. Issues keys/access cards to vendors/contractors along with staff members and logs the keys into the daily key logbook.

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

Essential Position Functions

- Acts as a referral/resource person for visitors to the Facilities & Operations office, providing general and accurate information. Acknowledges each guest’s presence at first appearance.
- Answers the telephone promptly and regularly checks for voicemail messages. Utilizes TAMU website to assist with general information.
- Assists walk-in customers/vendors/contractors with daily key check out; recording information required to keep keys secure.
- Performs general office duties for the office staff as requested: copy/scan, filing, shredding, and other duties as assigned by supervisor.
- Completes all mandatory trainings during the timeframe allotted.
- Follows all policies & procedures enforced by the Department of Residence Life.
- Other duties as assigned

Terms of Employment

- Dependable, reporting to work on time. Frequent tardiness and/or “no shows” are grounds for termination, after one verbal and one written warning.
- Presents a positive image for Texas A&M University and is attentive when responding to customer questions or concerns.
- Short calls/texts, homework, and other personal tasks are permitted as long as they do not interfere with the assigned duties and the ability to provide immediate and excellent customer service. Abuses will result in the end of these privileges while on duty.
- Student employees may not work hours during which their classes are scheduled.
- Student Employee: a student who is enrolled at Texas A&M University, is working part-time, on or off campus and is processed through one of the Texas A&M University System payroll workstations under the Student Employee Title Codes established by Scholarships & Financial Aid need not be enrolled during the summer to maintain student employee status as long as they intend to enroll for the following fall term.

Required

- High school graduation or any equivalent combination of training and experience.

Preferred
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 missing 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.

Staff Member: ___________________________  Date: ___________________________

Supervisor: ___________________________