Department of Residence Life
Game Room Desk Assistant
POSITION DESCRIPTION

GENERAL SUMMARY
The student assistant for the Game Room is responsible for monitoring of the safety and security of the Game Room area as well as providing excellent customer service to students and visitors. The Game Room student assistant assists students and visitors by answering questions, checking out game equipment, and continually maintaining a clean and safe environment—all in an attentive, professional, and helpful manner. This position requires a broad knowledge of the Game Room location, Events, Department of Residence Life, area residence halls, and Texas A&M University. The student assistant is also responsible for communicating Game Room facility issues and emergencies to their supervisor and/or the Facilities Coordinator.

LEARNING OUTCOMES
- Communication
  - Demonstrate effective professional communication skills
- Resource Management
  - Develop skills relating to the management and oversight of resources
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Policy Enforcement
  - Utilize training to enforce potential policy violations relating to game room operations

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 may be expected during some university holidays and breaks. The Game Room may be open during the summer months. 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. The Game Room will remain open and fully operational during Thanksgiving, spring break, and through hall closing dates. Each semester, the Game room generally opens the day the halls reopen.
2. Each Game Room student assistant 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.

3. Each Game Room staff member must attend all training sessions as specified by the Department and the Program Coordinator for Events. Training typically takes place a day or two before halls open; Game Room staff members are expected to arrive early to participate in training. Dates will be shared with Game Room student assistants well in advance of training.

4. Game Room student assistants can only be on probation once (based on grades, conduct, or performance) during employment with the Department.

RESPONSIBILITIES

1. Monitors the safety and security of individuals and the Game Room 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. Acts as a referral/resource person for all who visit the Game Room. Willingly provides general and accurate information. Addresses or acknowledges each student or guest’s presence at first appearance. If the student assistant is on the phone, the student assistant will make eye contact to acknowledge the guest’s presence.

3. Assists guests by checking out game room equipment per Department of Residence Life procedures.

4. Always presents a positive image for Texas A&M University and is attentive when responding to customer questions or concerns.

5. Answers the telephone promptly and regularly checks for voice mail messages.

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

7. Attends all scheduled Game Room staff meetings.

8. Maintains the Game Room area by keeping a clean and safe environment for students and visitors. Ensures that all individuals properly observe the rules and regulations for the Game Room by following Department of Residence Life procedures. Is aware of his/her surroundings.

9. Possesses a helpful and customer-oriented demeanor at all times.

10. Completes all mandatory trainings during the timeframe allotted.

11. Notifies supervisor of equipment needs and repair needs.

12. Responsible for basic repair of equipment which the student assistant will be trained on.

13. Maintains a neat, professional appearance while on duty and must wear approved staff attire, and nametag. Good grooming and personal hygiene are necessary to provide a positive image.

14. Works with clients to setup events.

15. Oversees facility needs of the Game Room location as delegated by supervisor.

16. Follows all University and Department of Residence Life policies and procedures while utilizing Texas A&M University equipment, including computers. The 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 those 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.

17. 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. Abuse of either could...
result in the end of these privileges while on duty.
18. Other duties as assigned.

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

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