Department of Residence Life
Game Room Student Coordinator
JOB DESCRIPTION

GENERAL SUMMARY
The Student Coordinator for the Game Rooms/Areas is willing and able to take on additional responsibilities above and beyond those of the Student Assistants. This role requires decision making related to the operation of the Game Rooms/Areas, responsibility associated with the safety and security of students utilizing the space, and some supervisory duties. The Student Coordinator for Game Rooms would be responsible for cross-training with the Student Coordinator for Events to fulfill those duties in a time of absence or need. The Student Coordinator for Game Rooms will report directly to the Program Coordinator for Events.

LEARNING OUTCOMES
- Logistics & Scheduling
  - Develop scheduling and organization skills
- Communication
  - Demonstrate effective professional communication skills
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Management/HR
  - Develop skills relating to management and oversight of employees

REQUIRED
1. Must be currently enrolled as a student at Texas A&M University
2. Must have:
   a. Completed at least one full semester employed as a Student Assistant
   b. Received consistent, positive evaluations
   c. Completed at least one full year full-time enrollment at Texas A&M University
   d. Experience in working with the public
   e. Excellent communication skills, oral and written
   f. An ability to work with a diverse population
   g. Employment is contingent upon a criminal background check and successful verification of employment eligibility.
   h. Supervisory experience.

PREFERRED
1. Texas A&M University Residence Hall living experience
2. Current on campus resident
3. Working knowledge of A/V equipment operation

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. The routine schedule will include working independently during weekdays, weekday evenings, and weekends. If a Student
Coordinator 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 Hullabaloo and Commons Game Rooms will be decided by the Program Coordinator of Events. The Hullabaloo and Commons Game Rooms may remain open and fully operational during University holidays including the first two days of Spring Break; the first day of Winter Break and up to on-campus housing closing dates. Each semester, the Hullabaloo and Commons Game Rooms generally open the weekend prior to the Halls opening in the Fall, Spring and Summer Sessions.

2. Staff must be available to consistently work a minimum of 10 hours per week. Occasionally, due to unforeseen circumstances, the staff member may work more or less; but the total time for 2 weeks should equal no more than about 20 hours. During special events or in the absence of a desk worker, the Student Coordinator for Game Rooms may be required to work more shifts.

3. Student Coordinators 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 staff responsibilities. If interference occurs, the staff member may be asked to resign one position.

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

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

6. Student Coordinators must abide by all University and departmental policies and procedures, and meet their supervisor’s expectations while employed.

**STUDENT COORDINATOR RESPONSIBILITIES**

1. Indirectly supervise the Game Room Desk Student Assistant team in collaboration with the Events management team.

2. Assist in the management of schedules for 20 Student Assistants, including coordinating class schedules, work schedules, coverage requests, and shift change requests.

3. Conduct regular walk-throughs of the three locations in order to assess and submit work orders for facilities and safety concerns that may have been overlooked by Student Assistants.

4. Manage the availability of the Timesheets and check out logs and all other documentation updates for the Desk Assistants.

5. Regularly inventory the supplies in each of the Game Rooms/Areas and submit purchase requests to the Program Coordinator of Events when supplies need to be replenished.

**GENERAL RESPONSIBILITIES AND EXPECTATIONS**

1. Ensure the safety and security of individuals and the Game Rooms/Areas by following Texas A&M University and the Department of Residence Life policies and procedures in responding and reporting facilities, safety and security issues.

2. Act as a referral/resource person for all who visit the Game Rooms/Areas. Willingly provide general and accurate information. Address or acknowledge each guest’s presence at first appearance. If the Student Coordinator 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 Student Coordinator will try to help the guest
as soon as possible.
3. Login to the work computer and email during every shift; check emails and voicemails during every shift, replying as necessary to inform the Program Coordinator of Events or the Graduate Assistant for Program Coordinator for Events as necessary.
4. Actively monitor the Game Rooms/Areas for supplies needed. Ensure only approved drinks/drink containers are being used within the Game Rooms/Areas.
5. Contact Information Technology when there is an IT issue.
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 staff meetings and 1:1 meetings.
10. Ensures that Student Assistants maintain the Game Rooms/Area by keeping a clean and safe environment for students and visitors. Ensure that all staff and guests properly observe the rules and regulations for the Game Rooms/Areas 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 and ensure that all Student Assistants have scheduled time to complete their mandatory training assignments.
14. Complete all timesheets in a timely manner as directed by the Business Office and/or the Program Coordinator of Events and ensure that all Student Assistants have submitted their timesheets in a timely manner.
15. Arrive on time to all scheduled shifts and ensure that all Student Assistants have an updated schedule at all times and that they arrive to their shifts on time.
16. Complete daily checklists and other tasks as assigned by the Program Coordinator of Events.
17. Maintain a neat, professional appearance while on duty, 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.
18. 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 Coordinator of Events.
19. 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.
20. Departmental nametags must be worn at all times while working.
21. 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 Student Assistant position. The following outlines some, but not all, accountability measures.

**NOTES**
The Program Coordinator of Events (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.
VERBAL REPRIMAND
A verbal warning or reprimand may be issued by the Program Coordinator of Events as necessary for violating job responsibilities/expectations and/or policies. This is a verbal reminder which will state the reason for the reprimand. Note of this reprimand will be documented within your employee notes for future reference. Some actions that could result in a verbal reprimand include but are not limited to: 1st time being late to a shift or leaving early without approval of the Program Coordinator of Events, 1st time failing to complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.

WRITTEN REPRIMAND
A written reprimand is a memo THAT states the specific inappropriate actions or decisions. If no significant improvements are seen within a specified period, termination or probation may result. This notice may include a probationary period with the expectation of improved performance. A copy of the written reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a written reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the Program Coordinator of Events, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a verbal warning, etc.

PROBATION
A period of time determined by the supervisor based upon the severity of the situation. This will include a letter 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 Program Coordinator of Events, your 3rd time having a visitor at the desk without approval, your 2nd missed shift, repeating behaviors that resulted in a written 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 Program Coordinator of Events, your 4th time having a visitor at the desk without approval, 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