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

GENERAL SUMMARY
The Student Assistant position for the Housing Assignment Office is responsible for being an assistant to the full-time office staff as well as providing excellent customer service to students and visitors to the Housing Assignments Office.

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

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

PREFERRED
1. Residence hall living experience
2. Customer Service experience
3. Knowledge of Texas A&M - College Station campus

TERMS OF EMPLOYMENT
1. Serves as a positive image for the Department of Residence Life, reflecting the Mission and Vision of this department.
2. Follows outlined dress code. Casual wear including jeans, t-shirts, shorts, leggings, etc. are acceptable. No clothing representing other universities, tobacco or alcohol, or using profanity will be allowed. Dress appropriately for the workplace, meaning no cut-off shirts, crop tops, or other revealing clothing.
3. Ensures confidentiality of student account information and complete all required departmental trainings.
4. Properly communicates class schedule, time off requests, and schedule changes in advance (as applicable).
5. Utilizes the @housing.tamu.edu email address given to you to complete all work related tasks requiring email.
RESPONSIBILITIES

1. Provides housing information as it relates to the application process (roommate selection, room selection, LLC and hall preferences), application fees, assignment procedures and other information as requested by students, parents, or other individuals who call or visit the office. In addition, the student answers telephone calls on multiple lines and refers calls to appropriate offices within the Department of Residence Life.

2. Utilizes the StarRez housing database system to look up students’ information regarding application statuses, assignments, transactions, preferences, profiles (for LLCs, scholarships, athletics, accommodation needs, etc.), check in/check out dates, and more.

3. Knows and properly utilizes all office forms including hall change requests, Corps transfer requests, cancellation forms, residency verifications, billing and housing appeal forms, etc.

4._scans paperwork to students’ StarRez record and distributes the information to the appropriate office personnel when requested.

5. Ensures the mail is picked up daily and that the office shred boxes are properly shredded as needed while ensuring confidentiality.

6. Keeps front desk and lobby area neat and clean. Is responsible for making copies and sending faxes, as requested as well as ensuring the copier, printers, and fax machines are all stocked with paper at all times.

7. Provides summer housing information as requested by students, parents, or other individuals who call or visit the office including application processes, term selection, housing rates, check in/check out dates, etc.

8. Assists with marketing and recruitment efforts including, but not limited to: New Student Conferences, Aggieland Saturday, Howdy Hour, and prospective student events. At these events, Student Assistants are responsible for sharing housing information, answering on-campus housing questions, and giving away promotional items. Student Assistants may be asked to assist with presentations if needed.

9. Updates office bulletin boards including the housing process timeline board.

10. Performs other duties as assigned by the Housing Assignments staff.

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.

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