Department of Residence Life
North Area Office
Student Assistant
Position Description

The North Area Office is a busy, high volume office most of the time. Student Assistants are required to assist office staff and hall staff. Students also greet and handle inquiries from parents, students, and other university staff who visit the office.

I. Position Description
The Student Assistant for the North Area Office assists two to three Coordinators of Residence Life and two Office Associates. Additionally, this position will indirectly assist all hall staff. Students also greet and handle inquiries from parents, students, and other university staff who visit the office.

II. 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

III. Qualifications
- Some experience preferred with Residence Life.
- A positive attitude, demonstrates flexibility, and is a team player.
- Excellent customer service and people skills.
- Knowledge of office computer applications important (Word, Excel, Outlook, PowerPoint, etc.).

IV. Terms of Employment
- Must be full-time students as defined by Texas A&M University.
- May not carry an academic course load of more than 16 credit hours, each semester, without prior written approval of their supervisor before registering for classes.
- Must maintain confidentiality.

V. Responsibilities
- Greet parents, students, and university staff visiting the office.
- Assist with various tasks as requested by the Coordinators of Residence Life and Office Associates.
- Assist parents and students with general questions as to residence hall policies pertaining to, but not limited to, hall opening information, hall closing information, etc.
- Answer multi-line telephone, direct calls to appropriate staff and take accurate messages.
- Make maintenance calls to appropriate maintenance staff for 17 residence halls.
- Assist with lock-outs in 14 residence halls with other offices needing a student escort for maintenance repairs, which would include walking to residence halls and climbing stairs, throughout the North Area.
- Distribute all incoming mail.
Date stamp incoming flyers, inform individuals of flyer policies and display areas.
Run errands and deliver special messages and materials to various campus areas, which will require walking long distances, climbing stairs, and driving a vehicle.
Maintain and restock colored paper and craft resources for the Student Leadership Suite.
Update inventory information for office supplies on a weekly basis.
Organize and store abandoned property collected from resident halls, which would include accepting abandoned property from hall staff, emailing list of students informing them of deadline to pick up their property, and retrieving individual property throughout the semester.
Assist with the maintenance of office equipment such as printers, photocopier, and paper supply.
Type and compose letters, logs, charts, signs, and other informational documents using computer programs.
File documents, some include student identification information.
Photocopy documents as required.
Other duties as assigned.

VI. Expectations
- **Attendance:** Be on time for all scheduled shifts. Expected to work shifts throughout the end of the semester, including finals week (this is negotiable).
- **Public Contact:** It is important that you project a good customer service attitude and treat all university staff, students, faculty and visitors in a professional and polite manner.
- **Approachability:** Project yourself in a positive manner. Practice good listening skills. Be aware of facial expressions and acknowledge individuals promptly when they are speaking to you.
- **Communication:** Polite and genuine phone skills are essential. Accurate and timely phone messages are invaluable to maintain quality service with staff and customers.
- **Visitors:** Visiting is welcomed it is an essential part of staff morale. However, if you are visiting with others too frequently or others come by to visit too frequently to the extent that productivity is affected, this may be reconsidered.
- **Adaptability:** Our office and the department will always be in constant change. Please welcome these changes. Things you may be ask to do will vary. You will be expected to be flexible and help out as necessary. Your input will be considered. I encourage you to be supportive whether you agree or disagree. If we are to be an effective office, we must support one another.
- **Quality of Work:** It is understood that all work given to you should be done in a timely and professional manner. When your shift has ended and there is “unfinished” work for the incoming person to complete, leave a detailed note as to what you are working on and where the incoming person should begin and what to do.
- **Initiative:** It is important that you occupy your scheduled time here to the fullest. Always run through the NAO Duties checklist, then check with your supervisor to see if there are any more tasks for you to complete. If you exhaust the tasks assigned to you, please check to see if there are other projects you may start on. Your creativity, ideas and suggestions are encouraged and appreciated.
- **Errands:** Student Assistants may be asked to run on-campus errands. This may include traveling to offices across campus.

VII. 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