The South 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 South Area Office supports four permanent staff members: two Coordinators of Residence Life and two Office Associates. Additionally, this position will indirectly assist all hall staff. The student assistant also greets and handles inquiries from anyone who visits the office—parents, students, other university staff, etc.

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 in Residence Life is preferred.
   - Must have a positive attitude, demonstrate flexibility, and be a team player.
   - Excellent customer service and “people skills” are required.
   - Possess knowledge of office computer applications (Word, Excel, Outlook, PowerPoint, etc.).

IV. Terms of Employment
   - Must be a full-time student 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 his/her 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 such as hall opening and closing information, etc.
• Answer multi-line telephone, direct calls to appropriate staff, and take accurate messages.
• Accept and document returning keys and access cards.
• Maintain log to check out and follow through on return of department keys and to know where keys are located.
• Make maintenance calls to appropriate facilities staff for 11 residence halls.
• Assist with lock-outs in 11-southside residence halls, which can include walking to residence halls and climbing stairs.
• Distribute incoming mail.
• Date stamp incoming flyers and inform individuals of flyer policies and display areas.
• Run errands and deliver special messages and materials to various campus areas, which can require walking long distances and climbing stairs.
• Assist with the maintenance of office equipment, such as printers and photocopier.
• Compose and type letters, logs, charts, notices, and other informational documents using computer programs.
• File documents that may include confidential student identification information.
• Photocopy documents.
• 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 (hours are negotiable).
• **Public Contact:** It is important that the employee projects a good customer service attitude and treats all university staff, students, faculty, and visitors in a professional and polite manner.
• **Approachability:** Project a positive image/manner. Practice good listening skills. Acknowledge individuals promptly and be aware of facial expressions.
• **Communication:** Polite and genuine phone skills are essential. Accurate and timely phone messages are invaluable in maintaining quality service with staff and customers.
• **Visitors:** Visiting is welcomed—it is an essential part of staff morale. However, if visiting hampers productivity, this privilege may be reconsidered.
• **Adaptability:** The South Area Office and the Department of Residence Life will always be in constant change; staff members are encouraged to welcome these changes. Requests for assistance can vary considerably. The desk staff member is expected to be flexible and help out as necessary. Student staff input is encouraged. To be an effective office, support needs to occur among all staff members.
• **Quality of Work:** It is understood that all work given to a student staff member should be done in a timely and professional manner. When the shift has ended and if there is “unfinished” work that the incoming person is expected to complete, a detailed note to the successor needs to be left so he/she knows what is expected.
• **Initiative:** It is important that each desk staff member maximizes his/her scheduled time. It is expected that each employee will check the “In Box” for projects. If all tasks/responsibilities are completed/exhausted, then it is expected that the student staff will inquire other projects. Creativity, ideas, and suggestions are always encouraged and appreciated.

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

Revised 10/1/2014