University Apartment Student Assistant  
White Creek Apartments  
Department of Residence Life

Supervised by: Resident Manager/Graduate Resident Manager or Office Associate

**POSITION Description**  
The University Apartment (UA) Student Assistant is a student worker position at the University Apartments in the Department of Residence Life. The student assistant will assist with the overall upkeep of the White Creek pavilion, assist with program planning and participate in community-wide events, and provide office support to the White Creek office staff.

**LEARNING Outcomes**
- **Customer Service**  
  o Provide quality customer service to students, staff, and other stakeholders  
- **Communication**  
  o Demonstrate appropriate professional communication skills within the workplace  
- **Professionalism**  
  o Demonstrate appropriate professional behavior  
- **Critical Thinking**  
  o Synthesize information to effectively respond to customer questions or needs

**QUALIFICATIONS**
- Must be a Texas A&M University student.  
- Must be in good standing (academic and conduct) with the University.  
- Employment is contingent upon a criminal background check and successful verification of Employment Eligibility.

**TERMS of Employment**
White Creek Apartments Student Assistants must abide by all University and departmental policies and procedures, and meet their supervisor’s expectations while employed by the University Apartments. They must be enrolled as a student at Texas A&M and remain in good standing (academic and conduct) with the University if they choose to continue to work at the University Apartments. The student assistant’s work hours will be determined by the student and his/her supervisor.

**DUTIES and Responsibilities**
The White Creek Apartments Student Assistant will:
1. Enhance the visits of the residents and their guests by maintaining a safe, clean, and entertaining environment in the White Creek pavilion.  
2. Monitor the residents and guests during scheduled activities and communicate the rules, regulations, and policies of the White Creek pavilion, the Department of Residence Life, and Texas A&M University.  
3. Confront violations in and around the White Creek pavilion. Enforce and explain the rationale for policies and expectations of the Department of Residence Life and Texas A&M University regarding conduct.  
4. Respond to emergencies, complaints, security problems, and other resident needs as prescribed by the Resident Manager, Programming Coordinator, or Assistant Director of Residence Life. File incident reports using the Incident Report Tracking System.  
5. Assist with program set-up and break-down. Plan and facilitate programs, classes, and activities.  
6. Collect and distribute flyers, newsletters, etc. in the complex as required by supervisor. Periodically contribute to the content of the University Apartments Community Newsletter.  
7. Assist with the ordering and purchasing of supplies and materials for activities as assigned.  
8. Develop and maintain a good working relationship with all University Apartment Staff.  
9. Maintain a positive job attitude and support the Department of Residence Life in its philosophy and policies.  
11. Help create monthly newsletter.  
12. Perform clerical tasks including but not limited to answering phones, filing, making copies, typing memos, updating UA calendar, and greeting visitors.  
13. Perform 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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