Department of Residence Life
White Creek Community Center Student Coordinator

POSITION DESCRIPTION

GENERAL SUMMARY
The Student Coordinator for the White Creek Community Center is responsible for monitoring the safety and security of the Community Center, as well as providing excellent customer service to students and visitors and reports to the Administrative Coordinator I for Academic Support Initiatives. The White Creek Community Center Student Coordinator assists students and visitors by answering questions, checking out game equipment, and continually maintaining a clean and safe environment—all in an attentive, professional, and helpful manner. The Student Coordinator will assist with the overall upkeep of the White Creek Community Center, assist with program planning and participate in community-wide events, and provide office support to the White Creek Community Center office staff. The Student Coordinator is also responsible for communicating Community Center facility issues and emergencies to their supervisor and/or the Facilities Coordinator. This position requires a broad knowledge of the White Creek Community Center, events, the Department of Residence Life, and Texas A&M University.

LEARNING OUTCOMES
- Transferable Skills
  - Develop critical career competencies and become ethical, positive and caring leaders
- Collaborative Work
  - Function effectively as part of the team
- Customer Service
  - Provide customer service to internal and external stakeholders

REQUIRED
1. Must be currently enrolled as a student at Texas A&M University
2. Must have:
   a. completed at least one academic year full-time enrollment at Texas A&M University
   b. one year of experience in working with the public
   c. excellent communication skills, oral and written
   d. an ability to work with a diverse population
3. Employment is contingent upon a criminal background check and successful verification of employment eligibility.

PREFERRED
1. On-campus living experience
2. Current on campus resident
3. One year of experience as a student assistant, preferably at Texas A&M
4. Knowledge of Texas A&M University College Station campus

TERMS OF EMPLOYMENT
1. Must be available to work a full academic year (August through May) with the awareness that employment may be expected during some university holidays and breaks. The White Creek Community Center is open during the summer months. 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. The White Creek Community Center may remain open and fully operational during Thanksgiving, spring break, 4th of July, and through on-campus housing closing dates.

2. Each White Creek Community Center Student Coordinator must maintain good (academic and conduct) standing with the University. Failure to maintain good standing may result in termination.

3. Each White Creek Community Center Student Coordinator member must be responsible for his/her shifts. Occasionally, due to unforeseen circumstances, the staff member may work more or less than their normally scheduled hours. During special events, staff may be required to work more shifts.

4. Each White Creek Community Center staff member must attend all training sessions as specified by Academic Support Initiatives staff. Training typically takes place a day or two before on-campus housing opens; White Creek Community Center staff members are expected to arrive early to participate in training. Dates will be shared with Student Coordinators well in advance of training.

5. White Creek Community Center Student Coordinators can only be on probation once (based on grades, conduct, or performance) during employment with the Department.

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

RESPONSIBILITIES

1. Maintains a neat, professional appearance while on duty and must wear approved staff attire, and nametag. Good grooming and personal hygiene are necessary to provide a positive image.

2. Possesses a helpful and customer-oriented demeanor at all times.

3. Always presents a positive image for Texas A&M University and is attentive when responding to customer questions or concerns.

4. Maintains a positive job attitude and supports the Department of Residential Life in its philosophy and policies.

5. Develops and maintains a good working relationship with Academic Support Initiatives staff.

6. Monitors the safety and security of individuals and the White Creek Community Center by following Texas A&M University and the Department of Residence Life policies and procedures in responding and reporting safety and security issues.

7. Maintains the White Creek Community Center by following Texas A&M University and the Department of Residence Life policies and procedures in responding and reporting safety and security issues.

8. Confronts violations in and around the Community Center. Enforces and explains the rationale for policies and expectations of the Department of Residence Life and Texas A&M University regarding conduct.

9. Acts as a referral/resource person for all who visit the White Creek Community Center. Willingly provides general and accurate information. Addresses or acknowledges each student or guest’s presence at first appearance. If the Student Coordinator is on the phone, the Student Coordinator will make eye contact to acknowledge the guest’s presence.

10. Answers the telephone promptly and regularly checks for voicemail messages.

11. Assists guests by checking out game area equipment per Department of Residence Life procedures.


13. Oversees facility needs of the White Creek Community Center as delegated by supervisor.

14. Responsible for basic repair of equipment, on which the Student Coordinator will be trained.

15. Notifies supervisor of equipment needs and repair needs.

16. Acts as a referral/resource person for all who visit the White Creek Community Center. Willingly provides general and accurate information. Addresses or acknowledges each student or guest’s presence at first appearance. If the Student Coordinator is on the phone, the Student Coordinator will make eye contact to acknowledge the guest’s presence.

17. Answers the telephone promptly and regularly checks for voicemail messages.

11. Assists guests by checking out game area equipment per Department of Residence Life procedures.


13. Oversees facility needs of the White Creek Community Center as delegated by supervisor.

14. Responsible for basic repair of equipment, on which the Student Coordinator will be trained.

15. Notifies supervisor of equipment needs and repair needs.

16. Acts with the ordering and purchasing of supplies and materials for activities as assigned.

17. Performs clerical tasks including but not limited to answering phones, filing, making copies, typing memos, updating the Academic Support Initiatives calendar, and greeting visitors.
18. Responds to emergencies, complaints, security problems, and other resident needs as prescribed by Department of Residence Life staff. Emails incident reports to supervisor.
19. Reports any emergencies and unusual or illegal activities to the proper authorities by following the Department of Residence Life procedures.
20. Attends all scheduled White Creek Community Center staff meetings.
21. Completes all mandatory trainings during the timeframe allotted.
22. Follows 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 those necessary to complete the duties of the position and up to termination of employment.
23. 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. Abuse of either could result in the end of these privileges while on duty.
24. 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 2\textsuperscript{nd} time being late to a shift or leaving early without the approval of the supervisor, your 2\textsuperscript{nd} time having a visitor at the desk without approval, your 1\textsuperscript{st} 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 3\textsuperscript{rd} time being late to a shift or leaving early without the approval of the supervisor, your 3\textsuperscript{rd} time having a visitor at the desk without approval, your 2\textsuperscript{nd} 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 4\textsuperscript{th} time being late to a shift or leaving early without the approval of the supervisor, your 3\textsuperscript{rd} 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

Updated 11/21/2019