OPERATIONS & EVENTS
STUDENT COORDINATOR
POSITION DESCRIPTION

The Operations & Events operations oversees 67 campus buildings and serves as the liaison between ResLife and contractors to ensure the comfort and safety of our on-campus residents and visitors. The Student Coordinator assists the Operations & Events operations in these endeavors and offers the opportunity to learn vital soft skills, working in a positive environment with ResLife staff, student workers, and residents. Flexible schedule around classes.

Learning Outcomes

- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Problem Solving
  - Organize information to effectively respond to problems or issues as they arise
- Independence
  - Effectively work with autonomy
- Communication
  - Demonstrate effective professional communication skills
- Critical Thinking
  - Synthesize information to effectively respond to customer questions or needs

Required Qualifications

- Must be attending Texas A&M University at the time of employment
- Option to work additional hours when classes are not in session, such as winter and summer breaks
- May require the ability to sit, lift/carry/push/pull 30+ pounds, bend/stoop, kneel/stoop, reach, talk, hear, climb stairs and ladders, ability to travel from building to building in various weather and working conditions
- Is able to work in confined areas, exposure to: weather and temperatures, potential allergenic/irritant conditions, possible hazardous chemicals, noise exposure to tools, vibration of tools
- Preference given to those who have knowledge of and are able to use tools and other maintenance equipment and basic moving equipment such as dollies and lifts
- STRONGLY PREFERRED: Must have a valid driver's license and a safe driving record, to operate University truck and golf carts.

Essential Position Functions

- Performs and assists with furniture moving and replacement including mattresses, bed frames, dressers, desks, chairs, and others as well as minor furniture repairs
- Performs and assists with an accurate inventory of assets
- Performs and assists with replacement of door signage and other various building tasks
- Performs and assists with daily walk-thru/inspection of buildings and rooms
- Performs tasks that follow well-established procedures requiring judgment as assigned by supervisors
- Completes all mandatory trainings during the timeframe allotted
- Performs 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