Department of Residence Life
Senior White Creek Community Center Student Coordinator
POSITION DESCRIPTION

GENERAL SUMMARY
The Senior Student Coordinator for the White Creek Community Center (WCCC) is a seasoned WCCC Student Coordinator who has successfully worked in the WCCC for at least two full semesters and is willing and able to take on additional responsibilities above and beyond those of the WCCC Student Coordinators. This role requires decision-making related to the operation of the White Creek Community Center, responsibility associated with the safety and security of students utilizing the space, supervisory duties, and participation in an on-call duty rotation.

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 QUALIFICATIONS
1. Must be currently enrolled as a student at Texas A&M University
2. Must have:
   a. Two semesters’ worth of experience as WCCC Student Coordinator (or equivalent experience, as determined by the Administrative Coordinator for WCCC)
   b. Excellent communication skills, oral and written
   c. Ability to work with a diverse population
3. Employment is contingent upon a criminal background check and successful verification of employment eligibility

PREFERRED QUALIFICATIONS
1. On-campus living experience
2. Knowledge of Texas A&M University College Station campus
3. Leadership experience

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 Senior 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 Senior White Creek Community Center Student Coordinator must maintain good
3. Each Senior White Creek Community Center Student Coordinator 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 the Administrative Coordinator for the White Creek Community Center. 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 Senior Student Coordinators well in advance of training.

5. Senior White Creek Community Center Student Coordinators can only be on probation once (based on grades, conduct, or performance) as a Senior White Creek Community Center Student Coordinator.

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

7. This position may be compensated for up to 40 hours per week.

8. Any time spent responding in an on-call capacity, requiring more than 7.5 minutes of work, will be considered compensable. All compensable hours, regularly scheduled hours, in addition to those recorded while on-call will be logged in Workday.

9. Sr. Student Coordinators will be scheduled to work at least 5 hours at the Information Desk. Additional hours may be necessary depending on staffing and hours needs.

**SENIOR WCCC STUDENT COORDINATOR RESPONSIBILITIES**

1. Indirectly supervises the WCCC Student Coordinator team in collaboration with the Administrative Coordinator for WCCC and the other Senior Student Coordinators.

2. Assists in the management of schedules for up to 20 WCCC Student Coordinators, including coordinating class schedules, work schedules, coverage requests, and shift change requests. Monitors staff hours on the schedule and in coverage requests to attempt to ensure maximum hours are not exceeded.

3. Participates in an on-call duty rotation when the Administrative Coordinator is unavailable. This will be scheduled with notice.

4. Conducts regular walk-throughs of the White Creek Community Center in order to assess and submit work orders for facilities and safety concerns that may have been overlooked by Student Coordinators.

5. Manages the WCCC game room resources, including overseeing maintenance of supplies and requesting new materials.

6. Regularly inventories desk and game room supplies and submits purchase requests to the Administrative Coordinator of WCCC when supplies need to be replenished.

7. Conducts the monthly key inventory in collaboration with the Administrative Coordinator to assure correct issue and return of keys, as well as report any issues regarding missing or lost keys to the Administrative Coordinator for WCCC.
8. Reviews Communication Logs for issues needing to be tracked or to make sure they are resolved.
9. Follows university and Department of Residence Life protocols regarding the Lost and Found items for the WCCC.
10. Assists the Administrative Coordinator for WCCC with the hiring, on-boarding, and training processes for new employees.
11. Conceptualizes and facilitates staff meetings, trainings, and WCCC events and assists with Engagement, Learning, and Support (ELS) events as needed.
13. Checks individual TAMU email and WCCC Teams Group regularly to assist the WCCC Student Coordinator team with questions, concerns, and actionable tasks.
14. Markets and promotes Engagement, Learning, and Support and White Creek Community Center programs and services via word-of-mouth, emails, social media, and printed advertisements.
15. Updates signage as requested by the Administrative Coordinator regarding schedule changes and compliance to university and Department of Residence Life protocols.
16. Meets regularly with the Administrative Coordinator for WCCC.

**GENERAL WCCC STUDENT COORDINATOR 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. Always possesses a helpful and customer-oriented demeanor.
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 Residence Life in its philosophy and policies.
5. Develops and maintains a good working relationship with Engagement, Learning, and Support 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 keeping a clean and safe environment for students and visitors. Ensures that all individuals properly observe the rules and regulations for the White Creek Community Center by following Department of Residence Life procedures. Is aware of their surroundings.
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 check 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. Is responsible for basic repair of equipment, on which the Senior Student Coordinator will be trained.
15. Notifies supervisor of equipment needs and repair needs.
16. Assists 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 Engagement, Learning, and Support calendar, and greeting visitors.
18. Responds to emergencies, complaints, security problems, and other resident, staff or guest 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 if 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 policies 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. 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: your 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 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