Office Assistant Position Description 2018-2019

PURPOSE:
The purpose of the Office Assistant (OA) position is to provide administrative support to on-campus communities at Baylor University. As employees of Campus Living & Learning, we expect OAs to recognize the value and importance of the on-campus living experience. In this way, the OA should be a helpful resource and referral agent for residents, parents, visitors, and faculty/staff in our communities. OAs are expected to uphold Campus Living & Learning’s Customer Service Standards. In addition, the OA plays a vital role in the safety and security of our residential communities by being aware of escort and visitation policies, verifying resident identity when applicable, and communicating issues of concern to other residence hall support staff.

DUTIES AND RESPONSIBILITIES:
- Monitor door security and inform appropriate staff if any issues arise [i.e., Community Leaders (CLs), Residence Hall Director (RHD), and Safety and Security Education Officers (SSEOs)]
- Provide administrative support to residents including, but not limited to: room access support [e.g., unlock codes], and checking out equipment
- Assist in maintaining accurate log books for unlock codes, maintenance issues, equipment check-out, lost and found, and gift registries
- Be knowledgeable of on-campus locations and resources
- Support residents in communicating issues of concern to other members of the hall staff
- Enforce and uphold Campus Living & Learning policies and procedures
- Complete other administrative tasks as assigned by the supervising RHD

CHARACTERISTICS AND QUALIFICATIONS:

Required Qualification: Must have completed at least one semester as a Baylor student.
Preferred Qualification: Federal Work Study (FWS) eligible. Preference given to students who currently reside on campus.

Office Assistants are required to be professional, friendly, courteous, helpful, and proactive. Office Assistants must be in good standing at Baylor University as well as maintain a minimum 2.5 cumulative GPA while in the position. If the Office Assistant’s GPA is below a 2.5, the Office Assistant’s work agreement may be terminated.

A successful candidate for the Office Assistant position will exhibit the following characteristics: good time-management, organizational and administrative skills, sound judgment, ability to manage multiple tasks, good communication skills, ability to be flexible and work well with others, and a commitment to student interaction.

Failure to comply with or adhere to Baylor University policies, Campus Living & Learning policies, or state/federal laws could result in immediate loss of position.
**WORKING HOURS:**
University policy limits on-campus employment to a maximum of 20 hours per week to protect the academic pursuits of students.

Each on-campus community has at least 1 front desk, open 7 days a week, from 7:00AM to 1:00AM.

Desk schedules are ultimately maintained by the Residence Hall Director, and they retain the right to assign work hours as needed to fill each desk schedule.

**SUPERVISION OF OFFICE ASSISTANT:**
The Office Assistant is directly supervised by the Residence Hall Director, Assistant Residence Hall Director, and/or Graduate Residence Hall Director of the community assigned. The RHD/ARHD may also solicit support from Community Leader Mentors and/or Returning Community Leaders to support staffing functions. These student staff members should be respected in the roles they have been given.

**DATES OF EMPLOYMENT:**
Office Assistants will be required to work during hall opening and closedown periods to assist hall staff in a higher volume of work. In addition, desks will remain staffed for certain holiday weekends: Labor Day, Fall Break, MLK Jr. Day, and Easter.

- **August 11 - December 15** (Fall Semester)
- **January 7 - May 18** (Spring Semester)

*Dates may be subject to change.

**COMPENSATION:**
The Office Assistant is compensated by minimum wage ($7.25 per hour) and is paid bi-weekly.

**TRAINING:**
Office Assistants will be required to attend one departmental training session before the start of the fall semester in August. The date of this training will be announced. In addition, Office Assistants are expected to attend and actively participate in any ongoing training or meetings announced by their Residence Hall Director.

**LIVING:**
For students who reside on-campus, early arrival accommodations will be made if you are required to work before official hall opening or after official hall closedown. Information about coordinating this process will be provided by your Residence Hall Director.