

Office Assistant Job Description Residential Life University Housing Services

As a member of the University Housing Services (UHS) staff, the Office Assistant (OA) is responsible for helping to create a living and learning environment in the residence halls by offering Courtesy Desk services to residents and guests. The OA reports to the Senior Resident Advisor and the Residential Life Coordinators (RLC) of each area. The OA is responsible for customer service, administrative functions, resource management including maintaining facilities, passive programming and monitoring the community space as well as other duties as assigned. The OA is expected to be a positive role-modeling manner consistent with the policies and procedures of the UHS Community Living Handbook, San José State University Student Code of Conduct, and departmental standards.

Listed below are the specific qualifications and general descriptions of the responsibilities of the OA. In addition, other duties or tasks may be assigned by University Housing Services, the RLC, or Senior Resident Advisor.

Qualifications

1. Full-time enrollment as a degree-seeking student at SJSU during the contract period.
2. Good academic standing (GPA of 2.0 or higher) from the time of appointment through the end of the academic year.
3. Must have no active conduct sanction at the time of hiring or throughout employment.
4. Genuine interest in and enthusiasm for working with the Office Assistant staff.
5. Ability to work in a fast-paced environment when necessary.
6. Strong problem-solving skills.
7. Ability to handle multiple tasks simultaneously.
8. Strong interpersonal skills.
9. Public speaking experience.
10. Strong administrative and organizational skills.
11. Ability to work productively in an autonomous setting.
12. Demonstrated leadership ability among peers.
13. It is not a requirement to live on campus to be eligible for this position nor is housing provided at any period of employment.

Expectations of Employment

Please initial after each item to indicate that you have read, understand, and agree to each of the expectations listed below.

1. Serve as a role model by abiding by all SJSU and UHS policies. This includes all policies concerning purchase, possession and consumption of alcohol. Obvious intoxication at any time does not fit within the framework of a positive role model regardless of age and could result in being released from the OA position. _____
2. Maintain good academic standing (GPA 2.0 or higher) from the time of application through the academic year. _____
3. Must have no active conduct sanction while employed. _____
4. OAs should consider all contact with students while working as confidential. A student's right to privacy and confidentiality must be respected at all times. Additionally, OAs may be assigned tasks where access to confidential information including student files, payroll information, etc. would be granted. OAs are expected to maintain confidentiality and not share this type of information with others. This expectation is non-negotiable and failure to observe full confidentiality could result in immediate dismissal from the OA position. _____
5. Will work no more than 20 hours a week total, inclusive of all position held with SJSU. _____
6. **Duration of employment:** August 15, 2017 – May 31, 2018. _____

Basic Functions and Responsibilities

Please initial after each item to indicate that you have read, understand, and agree to each of the expectations listed below.

1. Serve as a role model by abiding by all San José State University and University Housing Services policies and procedures. _____
2. Provide and promote quality customer service for all residents and guests. _____
3. Coordinate regular inventory of supplies/games/equipment/keys. _____
4. Perform general office work (e.g. responding to student inquiries, answering phones, typing, filing, making posters/flyers, and various other office tasks). _____
5. Complete programs that are assigned by desk supervisors.
6. Maintain general cleanliness and organization of the Desk and storage areas. _____
7. Do not duplicate or loan keys to unauthorized persons. Official job related keys are to be kept in their designated, secure location at all times when not in use, and are not to leave the building or area without authorization. *Misuse of Keys for any purpose can result in immediate release from the position.* _____
8. Be responsible with special staff privileges (i.e. use of office, phones, key, office equipment, supplies, etc.).
9. Attend all OA staff meetings as needed, as well as engage in these events and other staff development activities. _____
10. Conduct self in an honest, conscientious, and courteous manner at all times; showing respect for persons of all backgrounds, races, genders, interests, and abilities. _____
11. Support the Mission, goals and philosophies of University Housing Services. _____
12. Work cooperatively with all UHS Staff members, including SRAs, RAs, RLCs, and all other UHS Staff. _____
13. Complete other projects and administrative duties as assigned. _____
14. Prior to employment, complete all necessary SJSU student employment paperwork, including Work Study authorization for qualified students. _____
15. As assigned by area, maintain order within the lobby area, lounges, and desk area. _____
16. Contribute to the quality of life in the community by sharing ideas and information with the staff and residents. _____
17. Assist overnight guests. This includes checking them in and out, directing them to their rooms, assisting them in filling out paperwork for billing and registration, responsibilities may vary depending upon the building assigned. _____
18. Provide security check-in at desk or other designated area by checking in residents and having them sign in guests. _____
19. Arrive to desk shift on-time, dressed in accordance with departmental guidelines, and ready to work. _____
20. Communicate with RA on-duty, RLC on-call and/or Public Safety Officers regarding any potential security risk related to building.
21. Contact RA on-duty for any emergency related to student issues (medical, intoxication, policy violations, etc).
22. Attend OA training in the fall and any additional trainings as scheduled by the department. _____
23. These are all overall job descriptions for the OA position and responsibilities may vary depending on the assigned location. _____
24. Participate during major campus or UHS event weekends (i.e. Homecoming, Admitted Spartan Day (typically a Saturday in mid-April), etc.) Specific dates will be shared during training. Note: all dates are subject to change. _____

This position works in a safe and responsible manner while not putting self or others at risk. Applicants must be aware that this position will be in an open space during late night hours (midnight-8am). This includes complying with applicable policies and regulations, using personal safety gear, observing warning signs, learning about potential hazards, and reporting unsafe conditions. This position is subject to criminal and background check.

My signature on this job description certifies that I have reviewed and fully understand the expectations outlined. Further, I agree to perform the duties of the Office Assistant position to the best of my ability. If, at any time, I do not feel that I can uphold the expectations of this position, I will speak with my supervising Residential Life Coordinator immediately. I understand that as a Student Assistant, I am subject to release from the position at any time.

Name (Print): _____

Name (Signature): _____

Date: _____