

DRAFT: 2021-2022 UHS Office Assistant (OA)

Summary of Position

As a member of the University Housing Services (UHS) staff, the Office Assistant (OA) aims to provide welcoming customer service to the campus community and is responsible for supporting the creation of a safe and secure living/learning environment in the Residence Halls.

Under the leadership of the Community Desk Specialist the OAs are hired to work in each Residence Hall specifically to manage front desk operations. OAs will monitor resident and guest tracking processes, provide excellent customer service by answering questions, managing resources which include community items, as well as other duties as assigned. This position serves as an information source and represents the University to students, families, and guests. The OA is expected to be a positive role-model and act in accordance 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 the Community Desk Specialist or other UHS staff.

Qualifications

1. Full-time enrollment as a degree-seeking student at SJSU during the contract period.
2. Good academic standing (**GPA of 2.5 or higher**) from the time of appointment through the end of the academic year and receive "Credit" for all Credit/No Credit courses taken.
3. Must have **no active conduct sanction** at the time of hiring or throughout employment.
4. Ability to monitor various communication platforms in a timely manner: SJSU email; OA Website; OA Blog; etc.
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. Available to attend mandatory Fall and Spring training
14. Available to work during breaks, such as Thanksgiving and Spring Break (some communities require Winter Break as well)
15. It is not a requirement to live on campus to be eligible for this position nor is housing provided at any period of employment.

Employment Compensation

- Office Assistants are compensated at an hourly rate of \$15.25
- Flexibility around class schedule
- Opportunities for personal and professional development

Terms of Employment

1. Maintain good academic standing (GPA 2.0 or higher) from the time of application through the academic year.
2. Must have no active conduct sanction while employed.
3. 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. may 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 may result in immediate dismissal from the OA position.
4. Serve as a key point of safety/security, taking on the responsibility of monitoring all persons entering and exiting entrances and lobbies which the OA is assigned during their shift.
5. Will be expected to work up to 20 hours a week total for this position. (Anticipated 16-18 hours).
6. OA's are expected to follow the expectations outlined in the OA Expectations, Residential Life Student Assistant Employment Handbook, and Front Desk Manual.
7. Mandatory Fall & Spring Training: August 5-10, 2021 for Fall 2021 and January 20-21, 2022 for Spring 2022 (there will be no exemptions from training regardless of your circumstances).

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8. OAs must remain in good standing in accordance with Student Staff Expectations/OA Accountability Form.
9. **Availability:** Is time designated to potential be scheduled for an OA shift. Shift assignments minimum is 16 hours not to exceed 20 hours during the academic year and 40 hours during breaks. As the desk are open 24 hours a day, all OAs will be required to provide the following:
 - a. **Overnight Availability Requirement:** a total of three (3) “10 PM-8 AM” FULL nights of availability (two (2) SUN-THR and one (1) FRI-SAT or SAT-SUN)
 - b. **Daytime Availability Requirement:** Available for at least 16 hours weekly (Sunday-Saturday) day availability between the hours of 8 AM -10 PM.
10. **Duration of employment:** August 5, 2021 - May 29, 2022 (holidays, Spring/Winter Break shifts determined by scheduling process during the academic year).

Responsibilities

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. Provide and promote quality customer service for all residents and guests.
2. Monitor all persons entering/exiting the residential community.
3. Implement and enforce UHS Guest Registration in process.
4. Provide security check-in at desk or other designated area by checking in residents and having them sign in guests.
5. Coordinate regular inventory of supplies/games/equipment/keys.
6. Perform general office work (e.g. responding to student inquiries, answering phones, typing, filing, making posters/flyers, and various other office tasks).
7. Maintain general cleanliness and organization of the Desk and storage areas.
8. 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.*
9. Be responsible with special staff privileges (i.e. use of office, phones, key, office equipment, supplies, etc.).
10. Attend all “mandatory” OA staff meetings/trainings as needed, as well as engage in these events and other staff development activities.
11. Conduct self in an honest, conscientious, and courteous manner at all times; showing respect for persons of all backgrounds, races, genders, interests, and abilities.
12. Support the Mission, goals and philosophies of University Housing Services.
13. Work cooperatively with all Community Desk team members and all other UHS Staff.
14. Prior to employment, complete all necessary SJSU student employment paperwork, including: LiveScan (background check); Employment Verification Card; and 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. Arrive at desk shift on-time, dressed in accordance with departmental guidelines, and ready to work.
18. Communicate with Community Desk Specialist, RA on-duty, RLC on-call and/or Public Safety Officers regarding any potential security risk related to building.
19. Contact RA on-duty for any emergency related to student issues (medical, intoxication, policy violations, etc).
20. Attend OA training in the fall and any additional training as scheduled by the department.
21. OA position and responsibilities may vary depending on the assigned location.
22. In addition to the overall job description, this position may be asked to participate during major campus or UHS event weekends (i.e. Homecoming, Admitted Spartan Day (typically a Saturday in mid-April, tentatively scheduled for April 18, 2020), etc.) Specific dates will be shared during training. Note: all dates are subject to change.
23. Complete other projects and administrative duties as assigned.

Added Responsibilities as of June 2020

Additional Functions and Responsibilities

These additional expectations were added to accommodate operational needs and our efforts to maintain our communities and office assistants safe and healthy. Please initial after each item to indicate that you have read, understand, and agree to each of the expectations listed below.

1. Actively monitor, manage and verify resident community entry/exit.

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2. The OA position will still maintain consistent interactions with residents/staff due to OA position front desk duties but will be encouraged to utilize "social distancing" and follow department/campus guidelines as directed during scheduled shifts. Personal Protection Equipment (PPE) will be provided by UHS (masks and gloves for use during on-call shifts or planned resident engagement).
3. Due to the adjustments being planned for, many aspects of the OA position/Front Desk Team will be different from initially anticipated and I am willing to adjust to a new structure to be determined (these adjustments to be better set this summer, and then communicated prior to Fall Training).
4. Conduct lockout services as communicated by UHS & Front Desk Team.
5. Support in the creating and/or issuing access cards to Residents.
6. Be committed and prepared to get assigned shifts during Move-In/Move Out times.
7. Other duties may be assigned based on the operational needs of UHS or for "social distancing" measures.

Statement of Inclusion

Office Assistants will seek to understand and affirm all identities they serve to develop a culture where individuals challenge assumptions respectfully and engage in open discourse. Through a representative staff and equitable policies they will continue to serve the evolving needs of the diverse communities.

Statement of Ethical Standards

In the acceptance of this student leadership appointment, Office Assistants agree to exercise a high standard of ethical conduct in their actions both on campus and in the off campus community. These standards include but are not limited to the UHS Housing Policies, SJSU Student Code of Conduct, Residential Life OA Code of Conduct, OA Expectations as well as all state and federal laws.