

Summary: The Office of Residence Life and Housing is seeking graduate student workers to assist with administrative responsibilities in our main office. These individuals greet guests entering our office, provide customer service, and assist departmental staff with various types of projects.

Position Responsibilities:

- Answer phones and assist foot traffic in the lobby as a part of our front-desk functions.
- Assist in the development of communication templates for common questions and inquiries.
- Help guide the daily operations within a team of part-time office assistants.
- Provide in-person assistance within our residential communities for certain call-in requests (lockouts, etc.).
- Preparation of materials for upcoming departmental processes including communications, website updates, physical supplies, and training materials.
- Inventory of clothing and promotional items and collection of items for incoming staff.
- Assist in monitoring and updating of residence hall floor plans.
- Regular housekeeping and maintenance of the front office and mail area in the Residence Life and Housing central office.
- Assist other members of the Residence Life and Housing central office as needed.
- Other duties as assigned.

Essential Functions:

- Assist students, parents, and the public with questions at the front desk.
- Answer multi-line phone and as needed direct calls to appropriate staff members.
- Assist with administrative tasks such as filing, data entry, etc.
- Perform other project-related tasks as assigned.
- Keep their supervisor informed of any situations and issues that occur.
- Maintain a professional and respectful attitude at all times.
- Additional duties as assigned.

Learning Outcomes:

Self Awareness

- Student employees will develop and demonstrate interpersonal skills that can be described as professional assets and transferable to future work settings.
- Student employees performing administrative skills will explain how the deliverables of their role measurably impact the overall goals, work, and mission of the department.
- Through their employment, student employees will identify what they value in their work and will be able to articulate skills that they have developed to apply them to future/identified career opportunities.

Career Awareness

- Students employed with Residence Life & Housing will articulate transferable skills gained from their employment.
- Student employees will identify key skills needed for their personal career path and work with their supervisor to engage those skills.
- Student employees will engage with department professionals to understand potential career paths connected with the work they do.

Professional Skills & Literacy

- Student employees will utilize business tools such as email, excel, and phone systems to learn and explain how these professional skills increase marketability.
- Student employees will describe the chain of command to resolve emerging concerns.
- Student employees will develop positive workplace behaviors (conflict resolution, time management, etc.).

Qualifications, Expectations, and Eligibility Requirements

- Must have excellent customer service skills on the phone and in person.
- Must be able to work with others in a team environment.
- Must be able to communicate well with others in both written and verbal form.
- Must be able to follow policies and procedures.
- Maintain confidentiality as set forth by the department.
- Must be able to adhere to assigned work schedules (preference will be given to candidates who can work in at least two-hour blocks).
- Enrolled as a full time student in an eligible graduate studies program at the time of employment.
- Must maintain GPA requirements in accordance with Graduate Program Academic Requirements.
- In good standing with the University at the time of application and acceptance of the assistantship, including no disciplinary sanctions ending or currently in effect.
- Please note, students in the following programs are not eligible for employment as a Graduate Office Assistant, without prior written approval from their program director:
 - Master Teaching Fellows
 - Management
 - MALS
 - First-year Law School
 - First-year Business School
 - Medical School

Compensation and Benefits

- Hourly rate of \$11.50 per hour, paid in bi-weekly payments for a max of 20 hours per week for up to 10 months