

Summer Services Assistant

Primary Purpose

Serve as the department's first point of customer service. Assist the Business Operations Coordinator in front desk operations and assist with the package and mail system. Assist the Area Coordinator of Camps and Conferences in the coordination of residence hall operations for summer guests and residents. This position also includes after-hours and on call duties.

Essential Functions

Assist students and guests by answering questions and resolving concerns related to Housing and Residence Life. Answer the department's main phone, direct calls, and take phone messages as needed.

Assist in coordinating Housing and Residence Life mail distribution and package system.

Assist students with various forms and housing needs, including room changes, check-in, check-out, contract renewal information, contract cancellations, and lost key information, etc.

Provide a high level of customer service while assisting with the check-in and check-out process, desk operations, on-call/rounds, and serving as an information source to camps and conference guest and summer residents.

Assist in facilities maintenance process by conducting routine room checks and documenting damages and altering room configurations to accommodate changing needs of guest and residents.

After-hours and on-call duties include:

Tours, student lock-out, evening rounds, and assist students with key and key card issues.

Essential Knowledge and Skills

Previous Desk Assistant or Resident Assistant experience is preferred, but not required.

Experience with a multi-line phone system and general receptionist skills required. Strong interpersonal, organizational, and time management skills required.

Excellent oral and written communication skills required. Ability to establish priorities for the desk assistants daily.

Experience with computers, databases, spreadsheets, word processing, and electronic software required. Ability to type/keyboard with a high degree of accuracy and attention to detail required.

Strong customer service skills, the ability to communicate effectively with diverse individuals, and project a positive image of Housing and Residence Life services required.

Ability to maintain confidentiality required.

Working Relationships

Report to the Business Operations Coordinator.

Work with the Housing and Residence Life student workers while on duty.

Works with a diverse group of internal and external individuals.

Other Requirements

2.50 GPA, both cumulative and semester.

Pass a criminal background check and a sex offender background check.

SSAs may be able to commit to working 22-28 hours/week campus including on call hours.

Live on campus requirement.

Maintain good standing with the University.

Model appropriate behavior at all times.

Maintain keys as needed.

Compensation

Summer campus housing for the duration of employment dates

Wages paid at a rate of \$7.50/hour.

Allowed to take a maximum of 7 days of time off/vacation. Must be approved by supervisor. No time off will be approved between August 1 and August 21.