

Office Assistant

Reporting to the Administrative Assistant, Office Assistants are student workers employed by Residential Learning and University Housing to provide frontline customer service to office visitors; and supply office staff with general clerical and office support.

The following description addresses the general duties and responsibilities of the Office Assistant position. This document does not cover all job expectations or specific procedures for completing these responsibilities. All staff employees are expected to review and abide by additional policies and specific procedures described in other documents including but not limited to supervisor's expectations, University expectations for employees, University policies, and all local, state and federal laws. If there is a need for clarification, please contact your supervisor.

Job Description

- Serves in a customer service role in the RLUH office; provides quality customer service to students and visitors in a consistently professional, friendly, and positive manner.
- Manages a variety of functions associated with the front desk, including but not limited to the following: greets students and visitors, answers telephone calls, answers questions, and directs or refers students and visitors to appropriate staff for assistance when necessary.
- Provides information and acts as a resource about RLUH policies and procedures, including but not limited to the following: assists students in applying for housing, housing cancellations, room change requests, check out extensions, winter break & summer housing, has a general understanding of the housing options, rates, and amenities of each housing complex on campus, assists students with entering work orders and/or checking on the status of their work orders, refers students to IRT appropriately regarding cable, internet, and phone work orders within residential facilities.
- Assists students with lock outs and lost key/swipe card procedures. Provides temporary key/swipe card for student access and explains policy information while logging the exchange accurately.
- Office Assistants may be privy to confidential information, due to the nature of the position, and all such information must be maintained as strictly confidential.
- Attends all staff meetings, training programs, and any individual meetings with supervisor(s) on an as needed basis.
- Knows, understands, and communicates policies set forth in the Rowan University Handbook, as well as rules and regulations of each department within the Division of Student Life; including RLUH's campus partner departments and affiliations.
- Responsible for the general appearance of the front office area/RLUH lobby; ensuring a clean, safe and welcoming environment for students and visitors.
- Delivers and picks-up inter-office mail/documents from other campus departments as per supervisor's instruction.
- Operates office equipment such as printers, copy machines, fax machines
- Assists office staff with projects and/or clerical tasks, as needed.
- Performs other duties as assigned by supervisor(s).

Qualifications and Requirements:

- Experience in a customer service-related field with the demonstrated ability to react quickly, accurately, and congenially.
- Experience that demonstrates strong organizational and time management skills.
- Strong interpersonal and problem solving skills are necessary.
- Must be able to establish and maintain a professional rapport with students and staff.
- Previous experience working with a diverse population of young adults is preferred.
- Must be an effective communicator with the ability to perform multiple tasks while maintaining a positive, friendly and professional image.
- Working knowledge of Microsoft Word, Excel, as well as the ability and desire to learn the department's database system is required.
- Utilizing tact and diplomacy in stressful situations is essential.
- Must have the aspiration to work as a contributing member of a high-energy team in a fast-paced work environment.

Length of Term and Expected Time Commitment: This is a student employment position. Federal Work Study preferred, but not required. It is required that the incumbent be a full-time undergraduate or graduate student, that preferably lives or has previously lived on Rowan University's campus as a residential student.

- Office Assistants are permitted to work a maximum of 25 hours/week. The availability of hours may vary depending on the scheduling needs of the department.
- Work hours will be scheduled anytime between 8:00 AM – 5:00 PM and/or 5:00 PM - 8:00 PM. Monday – Friday
- Hours are subject to change and may include weekends at certain times of the year to assist with Early Move-in (EMI) Check-ins and Opening/Closing office coverage.
- If you are a resident-student, you will be permitted to move into your campus housing at an earlier date to assist the office with Opening and EMIs.

Supervision: Office Assistants are supervised by the Administrative Assistant. They also work closely with the Professional and Paraprofessional staff members within the Central Office of RLUH.

Evaluation: In an atmosphere of constructive feedback, the Administrative Assistant will evaluate Office Assistants at the conclusion of each semester for rehire.

Starting Salary: \$10.00/hr.

PLEASE NOTE: If you are graduating in May 2018 or have summer classes during the above work hours, you cannot be hired for this position.