

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 way.
- Manages a variety of functions associated with the front desk, including but not limited to the following: greets students and visitors, answers telephone calls, assesses student needs, and directs or refers students and visitors to appropriate staff for assistance.
- Provides up to date 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 internet and phone work orders within residential halls and apartments.
- 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 into our system. In some instances, Office Assistants will need to go to Residence Halls to assist students with lock outs.
- 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.
- Responsible for the general appearance of the front office area/RLUH lobby; ensuring a clean, safe and welcoming environment for students and visitors.
- Operates office equipment such as printers, copy machines etc.
- 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 high-volume fast-pace customer service-related field with the demonstrated ability to react quickly and accurately.
- Experience that demonstrates strong organizational and time management skills.
- Strong interpersonal and problem solving skills are required.
- 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 required.
- Must be an effective communicator with the ability to perform multiple tasks while maintaining a positive, friendly and professional atmosphere.



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- Working knowledge of Microsoft Word, Excel, as well as the ability and desire to learn the department's database system is essential.
- Utilizing tact and diplomacy in stressful situations is required.
- Must have the aspiration to work as a contributing member of a high-energy team in a fast-paced work atmosphere.
- This is a student employment position. It is required that the incumbent be a full-time undergraduate or graduate student.
- Maintain a minimum of 2.5 GPA

Length of Term: The summer Office Assistant position is for the summer break only, from Monday, May 12th until Monday, September 1st, 2025. Additional employment opportunities may become available for the Fall 25/Spring 26 academic year based on available funding and operational need. Job performance during the summer months will play an important role to determine eligibility for interested employees.

Expected Time Commitment: The Summer Office Assistant position requires an extensive time commitment. It is strongly recommended that Office Assistants limit their extracurricular activities and additional work obligations.

- Summer Office Assistants are expected to work 20-25 hours per week.
- Work hours will be scheduled between 8:30 am and 5 pm Monday through Friday.
- PLEASE NOTE: If you are graduating in May 2025 or have summer classes/an internship during the above work hours, you are not eligible for the position and will be unable to be hired.
- Office Assistants are eligible for a waiver of housing fees in University housing for the duration of the summer term (this is not transferable or convertible to off-campus housing).
- Summer Office Assistants **MUST** be available to work during **Move-In week and weekend**. Move-in begins Monday, August 25, and ends Monday, September 1.
- Staff will not be approved to take vacation after August 11th, 2025.
- If you are a resident student, you will be permitted to move into your Fall campus housing at an earlier date, depending upon building readiness and your work schedule.

*Note: Move-in dates are subject to change based on university plans. Any scheduled lengthy time away from campus limiting your availability to work, such as a vacation during the summer months, may impact employment decisions.

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

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

Dates of Employment:

Summer 2025

(Possible continuation into Fall 25/Spring 26 Academic Year if interested and contingent on availability)

Hourly Wage:

\$15.49