

The mission of Plymouth State University's Department of Residential Life & Dining Services is to provide a safe and enriching environment where our students live, learn, and grow.

The Office Assistant position is fulfilled by a Plymouth State University work-study-eligible student who represents the Department of Residential Life and Dining Services while working at the front desk of the Residential Life Department's Central Office.

Position Duties & Responsibilities

- **Create a welcoming environment for all**
 - Welcome students and others to the Central Office in a courteous and friendly manner
 - Greet everyone with a smile and acknowledge that you notice them entering the office
 - Greet everyone as they approach the desk and verbally ask how you can help
 - Assist everyone with their needs and/or questions
 - Demonstrate that the Department of Residential Life & Dining Services and Plymouth State University are committed to quality service

- **Create a welcoming atmosphere when answering the incoming telephone calls**
 - Direct telephone calls/questions to the appropriate personnel/resources
 - Have functional knowledge of events happening in the Residential Life Department
 - Take clear, concise, detailed messages if personnel are not available to accept telephone call
 - Personnel cell phones can be accessed during work shift but should be kept on vibrate during work shift
 - Complete additional tasks as assigned by other staff members in the Central Office

- **Maintain a positive working environment**
 - Wear Residential Life shirt provided by the department
 - Wear name tag provided by the department
 - Keep work area clean, organized and uncluttered
 - Have a knowledge of where appropriate forms/resources are kept
 - Relay important information/messages to Office Assistant on the next shift

Departmental Expectations

- Be familiar with and knowledgeable of the Student Rights and Code of Conduct, Department of Residential Life & Dining Services policies, and Plymouth State University policies
- Follow all policies that are set for students by both the Department of Residential Life & Dining Services and Plymouth State University
- Respect and maintain confidentiality of personal and professional communication with staff and students
- Understand and work to support the mission and purpose of the Department of Residential Life & Dining Services and Plymouth State University
- Must not lend or give out staff related materials to residents (building rosters, internal staff documents, supplies, etc...)

Time Commitments and Important Dates

- Office Assistants are required to be on time for shifts and notify Administrative Assistant if unable to work their shift
- Office Assistants are required to enter their work hours and make sure they are submitted for approval by the deadline
- Office Assistants are required to perform other duties as assigned by other members of the Central Office staff

While behind the front desk:

- Complete any tasks left by the Administrative Assistant, the Housing Coordinator or any other member of the Central Office staff
- If there are no building-specific tasks to be completed, a computer may be used for educational purposes, but movies and games should not be played for entertainment

Qualifications

- Student of Plymouth State University:
 - Full-Time Undergraduate Student:
 - Currently enrolled in and must maintain a minimum of 12 credits per semester but not taking an overload (over 17 credits), unless approved by Residential Life Leadership
 - Full-time Graduate Student:
 - Currently enrolled in and must maintain a minimum of 6 credits per semester but not taking an overload (over 9 credits), unless approved by Residential Life Leadership
- Must have federal work study
- Currently hold and must maintain during employment a cumulative/semesterly GPA of 2.0 or higher Failure to maintain a cumulative/semesterly GPA of 2.0 or higher may result in job action.
- Must not be on any form of probation within Plymouth State University conduct system at the time of application and at any time following.

Compensation

- Office Assistants are paid a starting hourly rate of \$8.00 an hour and will work no more than 10-12 hours per week.