

UNIVERSITY OF CALIFORNIA SAN DIEGO
REVELLE COLLEGE
RESIDENCE LIFE OFFICE ASSISTANT JOB DESCRIPTION
2017-2018
(Updated May 2017)

The Revelle College Residence Life Office Assistant is a registered full-time student employee who will assist in providing information and services to our residential students, staff/faculty and guests. The Office Assistant is appointed for a specific academic year. Reappointment is contingent upon successful job performance, requisite academic progress, favorable review by supervisor, and the on-going needs of Revelle College Residence Life. The Office Assistant is expected to serve as a resource, therefore availability, consistency, and interpersonal skills are of the utmost importance. The Office Assistant is expected to serve as a role model and abide by all University and Residence Life policies. As a role model, the Office Assistant is further fulfilling the University's mission of education and service as well as maintaining good academic standing and continuing full-time student status. Office Assistant responsibilities are as follows:

ROLE MODEL

It is essential that an Office Assistant, as a role model, possess knowledge, skills, and abilities which demonstrate:

1. Abide by all University, Housing*Dining*Hospitality, and Residence Life policies and the UCSD Code of Conduct.
2. Communicate with all residents and staff members in an open, supportive, and constructive manner.
3. Maintain objectivity and confidentiality in all sensitive matters.
4. Demonstrate sound judgment when dealing with student situations, phone calls, and decision making.
5. Role model customer service, campus knowledge and office etiquette for the Front Desk Assistants.

STAFF AND RESIDENT COMMUNICATION

Communication and interaction between Residence Life Staff as well as with all residents is vital to a healthy team relationship and a viable and supportive residential community. The Office Assistant will:

1. Report to their supervisor on all aspects of the Office Assistant work.
2. The Office Assistant and their supervisor shall have formal and informal conferences, evaluation, and communication.
3. Check office mailbox and read UCSD e-mail on a regular basis.
4. Communicate, as necessary, and interact professionally with all internal and external resources.
5. Assist and support staff as needed and requested.
6. Actively support and contribute to the staff team concept.
7. Maintain a cooperative team environment and positive attitude.
8. Be open and responsive to constructive feedback and requests from their supervisor and other staff members, and provide constructive feedback when appropriate.

AVAILABILITY

The Office Assistant will:

1. Attend all required and scheduled Office Assistant training sessions, retreats, and activities throughout the academic year.
2. Attend all of Front Desk Assistant training prior to the beginning of the 2017 Fall Quarter Training will be in September prior to resident move-in. All Revelle Residence Life staff will be required to perform administrative duties in preparation for opening, and early move-ins.
3. Maintain a fairly open schedule during the academic year. Participation in additional commitments (extracurricular, occupational, etc.) and/or changes to class schedules must be discussed with the supervisor as it may impact the Revelle Res Life Office work schedule.
4. The Office Assistant will primarily be scheduled to work during the normal business hours of the Revelle Residence Life, 8:00am – 4:30pm.

ADMINISTRATION

The Office Assistant will:

1. Assist supervisor with administrative work related to the position. Complete assigned tasks and paperwork within the designated timelines.
2. Perform extra areas of responsibility and duties otherwise assigned by supervisor.
3. Be in attendance at all required meetings.
4. Assist in the creation of the quarterly office staff schedule.

GENERAL OFFICE SUPPORT/COORDINATION

Revelle Residence Life is committed to providing services which enhance the residential living/learning environment.

The Office Assistant will:

1. Aid with walk-ins and telephone calls from students, visitors and guests at the Revelle Residence Life Office.
2. Take accurate phone messages and provide directions, maps and general information on UCSD in a helpful and courteous manner.
3. Assist in Revelle Residence Life office coverage, phone coverage, check-in/check-out procedures, and equipment and courtesy key check-out procedures.
4. Help disseminate UCSD, Revelle College, Housing Dining & Hospitality, and Residence Life information to parents, students and visitors.
5. Prepare reports, correspondence letters, memos, bulletins, forms and student records for the Resident Deans, Assistant Resident Deans, Program Assistant and Administrative Assistant.
6. Assist with Revelle Residence Life event ticket sales including cash handling and Triton Cash processing.
7. Operate all office business machines, including copier and fax machine.
8. Maintain key and equipment check out using database and scanning software.
9. Assist students with lock-outs and courtesy key check-outs using database and check-out software.
10. Assist with opening and closing of residence halls.
11. Help track down students that have lost their IDs.
12. Oversee cleaning and organization of office facilities.
13. Build unity and a sense of teamwork in the Front Desk staff team.
14. Serve as a leader/example to the Revelle Residence Life staff.
15. Run necessary on campus errands for the Revelle Residence Life Office.
16. Check in with supervisor in the Residence Life Office at the beginning of each shift.

CONFERENCE AND POSTER ROOM COORDINATION

The Office Assistant will:

1. Help uphold policies and procedures related to reserving the Revelle conference rooms and use of the poster room.
2. Regularly assess the condition of all conference rooms. Inform the Administrative Assistant of any necessary cleaning, repair or replacement of furniture, dry erase boards and markers.
3. Regularly assess the condition of the Poster Room, clean up, replace, and refill supplies as needed.

STORAGE ROOM AND EQUIPMENT CHECK-OUT MANAGEMENT

The Office Assistant will:

1. Inventory and organize the Residence Life storage rooms.
2. Aid Resident Assistants in locating items in storage.
3. Prepare equipment for check out by the Residence Life Staff and Residence Hall Association.
4. Put away equipment once it is returned.
5. Report missing, broken and/or malfunctioning equipment to supervisor.

MAIL & PACKAGE HANDLING

The Office Assistant will:

1. Process perishable packages from express and non-USPS mail carriers including scanning all letters and packages using database and scanning software.
2. Collect package deliveries from express and Non-USPS mail carriers and bring them to the Revelle Mail Room/ Parcel Center for distribution.
3. Help contact students when packages are left unclaimed for extended period of time.
4. Assist in contacting students when perishable packages are delivered to ensure immediate distribution.
5. Assist student who report malfunctioning mailboxes. At times, retrieve student mail from the mailroom.

FINANCIAL MANAGEMENT AND SPECIAL PROJECTS

The Office Assistant will:

1. Assist the Program Assistant in the scanning and filling of financial documents.
2. Deliver financial documents to the College Business Office.
3. Assist all professional staff members in special projects such as newsletter reconciliation, lock-out report compilation and poster/flyer creation.
4. Organize staff development events for the Revelle Residence Life Office staff (one-two events per quarter).

KNOWLEDGE, SKILLS AND ABILITIES*

The Office Assistant should have:

1. Strong interpersonal skills in dealing with diverse student, staff and faculty population.
2. Communicate clearly, effectively, diplomatically and tactfully both orally and in writing.
3. Ability to efficiently organize, prioritize, understand, and meet deadlines.
4. Ability to remain focused in an atmosphere of frequent interruptions and distractions.
5. Ability to maintain confidentiality.
6. Attention to detail and knowledge of proofreading, grammar, punctuation, and spelling.
7. Ability to take initiative and embark on necessary tasks even if not directly instructed to do so.
8. Ability to operate standard office equipment.
9. Skill at identifying an inefficient system and suggesting new solutions to the problem.
10. Knowledge of cash handling procedures as outlined by UCSD.
11. Knowledge of Revelle Res Life resources, policies and procedures.
12. Knowledge of UCSD resources, departments, programs, computer and information systems.
13. Ability to oversee and aid the Front Desk Assistant staff.

*Guidance will be given to help further these skills and abilities while student is in this position.

QUALIFICATIONS

1. Full time UCSD student status (12 undergraduate / 6 graduate credit hours per quarter).
2. One year of prior experience in administration/ retail/ or some combination of work and extracurricular activity that would readily prepare applicant for the position.

COMPENSATION

The position will be an hourly position for 10-19 hours per week for 11 weeks each quarter. **Additional hours will be required during fall training, move-in & move-out, therefore student must be available to work as early as August, 28th.** Opportunities for more hours may be available during break periods. The rate of pay during training and the normal work period \$11.10/hour. Accommodations for the training period may be made for Front Desk Assistants that will be living on campus during the 2016-2017 school year. Front Desk Assistant living off campus will need to make sure that they have housing accommodation in place in order to attend training.