

UMBC RESIDENTIAL LIFE OFFICE ASSISTANT POSITION DESCRIPTION

Residential Life plays an important role within the University as the department which coordinates all programs and services for resident students. Each interaction an RL staff member has with a resident student or others with whom we interact sends a clear message about our desire to provide good service to our various constituencies. As a result, the Residential Life office seeks students to fill office assistant positions who are mature, articulate, courteous, highly motivated, committed, responsible, tactful, enthusiastic, and who can follow directions. The Office Assistant is a part-time student employee who reports directly to a full-time professional staff member.

A. Specific Responsibilities:

1. Answer phones and refer to appropriate staff
2. Respond to questions
3. Deal with information that may be confidential in nature
4. Sort and forward mail
5. Assist in preparing office mailings
6. Assist in maintaining files
7. Perform clerical duties as assigned (filing, word processing, data entry, typing, duplicating, etc.)
8. Collate packets of information
9. Perform messenger duties by picking up and delivering mail, when needed
10. Pick up and deliver mail in the residence system on-campus
11. Check and distribute paychecks every other Friday (central office only)
12. Use Microsoft Word, Microsoft Excel and any other software design packages
13. Assist with updating student records and files
14. Prepare bill code sheets (central office only)
15. Perform other duties as assigned

B. Expectations:

As a staff member in Residential Life, you are in a position where you can lead by example. You are acting as a role model for your fellow students as well as for students who will follow in your footsteps. As a staff member of Residential Life, your actions should be an example to the UMBC community.

1. Know the rules and regulations that apply in the Residential Life office, residence facilities and on campus and adhere to them.
2. When you observe inappropriate behavior on the part of an individual, do not hesitate to take action necessary for the good of the individual and/or the community.
3. Carry out to the fullest any responsibilities that you assume as part of your staff position. If you are having difficulty handling a school and workload, speak with your immediate supervisor to see what can be done to help you successfully complete the semester academically as well as maintain employment as a student staff member.

4. You have a unique opportunity as a staff member to interact with the diversity that is a part of UMBC's community. Each individual deserves to be respected and treated with human dignity.
5. You will, at various times, come into contact with confidential information in your responsibilities as an Office Assistant. It is critical that all information be kept in confidence. Information should not be shared amongst other students nor is it to be shared with anyone other than staff members who already have access to the information. All information seen and heard should be kept to oneself. If information is shared or leaked to others, you will be dismissed immediately from your position.
6. Use good judgment in your behavior and in dealing with others. Evaluate yourself by seeking feedback from others and making adjustments in your performance when appropriate or necessary.
7. Be consistent and fair in your actions in dealing with others. Evaluate yourself by seeking feedback from others and making adjustments in your performance when appropriate or necessary.
8. Office Assistants in the Central Office may work up to 20 hours a week while those in communities may work up to 10 hours in each community.

C. Qualifications:

1. Students must have above average interpersonal skills (listening and speaking). Applicants for Office Assistant positions must meet the following criteria:
2. Applicants must have completed nine (9) credit hours by the end of the semester in which the application is made
3. Applicants must have a minimum 2.0 GPA to apply for this position
4. Applicants must have a minimum 2.0 GPA in the previous full semester and a 2.0 cumulative GPA to start the position
5. Applicants must have a minimum 2.0 semester GPA and 2.0 cumulative GPA to continue in the position
6. If the semester average falls below 2.0, office assistants will be placed on academic probation for a semester. Two consecutive semesters of academic probation results in termination
7. If the cumulative GPA falls below 2.0, termination will be automatic
8. Must not be on judicial probation or in the process of a judicial referral
9. Must attend and successfully complete designated training programs or scheduled meetings with other Office Assistants

C. Remuneration

Staff	Wage
New Office Assistants:	\$11.00 (*subject to change)
Returning office assistants (who performed their duties satisfactorily during at least two semesters of service)	\$0.25 increase in wage for each year

***Please note that this job description is subject to change.*