Student Assistant (SA) Job Description

Job Title: Student Assistant (SA)        Department: University Housing        Reports To: Various

Dates: August – May of academic year

General Job Summary:
A Student Assistant (SA) is a Georgia State University undergraduate or graduate student who serves as a member of the University Housing staff. SAs interact with residents and their guests as they traverse University Housing buildings. As a student employee of Georgia State, an SA is required to abide by and uphold the GSU student Code of Conduct and Policies, University Housing policies and procedures, and applicable law.

Minimum Requirements
A student who wishes to serve as an SA must:
• Understand that GSU Housing cannot provide positions for the Federal Work Study program, or employ a student who holds a job in another department under the Federal Work Study Program
• Be in good academic and judicial standing with University Housing and GSU
• Have and maintain a 2.0 Cumulative Grade Point Average
• Be a full-time student
• Participate in fall and spring trainings
• Attend staff meetings and additional trainings when scheduled
• Understand that this is a continuous position. The desk is open through all school breaks and holidays and therefore it is the student’s responsibility to work shift(s) assigned even when they fall on a holiday or break period.

Compensation and Benefits
• Hourly wage of $7.50 for up to 20 hours each week
• Early move-in to assigned residence hall if the SA is a University Housing resident
• Valuable leadership and professional development opportunities with the University Housing community

Essential Functions of SA Position
The SA position involves working and potentially residing in the same environment. A large part of an SA’s duties involve being a representative of the University and resource to residents and guests. As such, an SA’s core responsibilities revolve around the concept of providing good customer service. Therefore, essential to the SA’s position are the following:
• Demonstrating excellent personal and professional judgment
• Demonstrating a positive, business-like, and courteous attitude
• Ability to give undivided attention to professional responsibilities while at work
• Following the departmental dress code while at work
• Following procedures and protocol put in place to safeguard the building, its residents, and resources
• Compliance with University policy and applicable law
• Maintaining a positive attitude toward the University and the University Housing Department

SA Responsibilities
Desk Assistant
• Be thoroughly knowledgeable of Georgia State University and University Housing policies
• Verify residents as they enter the building
• Check non-residential guests in and out of the building
• Report unusual or disruptive behavior or behavior that is a violation of University Housing policy
• Spot actual or potential emergencies and respond as appropriately trained
• Maintain confidentiality about information regarding residents or staff
• Provide loaner keys and access cards to residents
• Answer inquiries made at the desk and on the phone
• Make referrals to the appropriate person or on-campus offices
• Keep the hall staff informed of appropriate information
• Be on time during all assigned shifts
• Other duties as assigned

Mailroom Assistant
• Be thoroughly knowledgeable of Georgia State University and University Housing policies
• Log the receipt of mail from various couriers
• Be proficient in using Pitney Bowes Arrival System for tracking arrival and dissemination of packages
• Verify residents when they pick up their mail
• Deliver mail to the appropriate box
• Report unusual or concerning items
• Keep supervisor informed of appropriate information
• Other duties as assigned

Learning Center Assistant
• Verify residents when they enter the learning center
• Provide residents with resources and information
• Monitor the use of resources and technology within the learning center
• Keep supervisor informed of appropriate information
• Report unusual or concerning behavior
• Other duties as assigned

Parking Attendant
• Patrol GSU parking facilities and/or lots leased by GSU.
• Issue citations
• Assist the GSU Police Department (GSUPD) officers as needed
• Assist with towing and booting automobiles on Commons parking lots
• Assist with various citation collection efforts as directed by the Parking Operations Manager
• Other duties as assigned

Central Housing Student Assistant
• Greet housing office visitors
• Respond to inquiries made at the desk and on the phone
• Make referrals to the appropriate person or on-campus offices
• Inform central office professional staff and supervisor of appropriate information
• Deliver mail to housing staff not located in the central office
• Report unusual or concerning items
• Receive and approving advertisements for posting (in accordance with the University Housing Posting Policy)
• Other duties as assigned

General Position Requirements
Staff Meetings and Training
Mandatory staff meetings are held during the semester, times and locations to be announced. Meetings and training sessions may occur on nights and weekends and dates, times, and locations are subject to change. Some training sessions and special events SAs are required to attend throughout the year include but are not limited to:
  o Fall Training
  o Spring Training
  o Housing Transition Events

Reappointment
Reappointment is not guaranteed. SAs wishing to be rehired for another year must go through the Reappointment Process, which involves filing a document stating their intent to return and providing recommendations from their supervisor. SA’s will be notified of their rehire status at the end of the Spring semester.

**Outside Employment**
SAs are permitted to work outside the University. SAs may work for University Housing and other University departments on campus. However, the total number of hours worked on campus must never equate to more than 20 hours per week. Any additional employment must be communicated with the supervisor and cannot conflict with the expectations set for SAs.

**Disciplinary Action**
Violation of performance expectations, University or Housing policies or unacceptable conduct may result in disciplinary action up to and including termination. SA performance and conduct may impact student employment status in other positions held by the student. SAs may have disciplinary employment actions reviewed. The request for review must be made to the Assistant Director of the respective area in which they work, in writing, within 2 days of the employment action, and state the reason(s) for review. After review, the SA will be informed of a final decision (Upon request for review, terminations will be held in suspension until a final decision is rendered).

**Break Periods**
SAs are required to work for a portion of all holiday breaks noted below when University offices and/or residence halls are closed. Dates when the University is officially closed can be found on the GSU website. SAs must receive prior approval from their supervisors before making arrangements that would leave them unavailable to work during these time frames. Student Assistants are non-benefit employees and are not eligible for vacation, sick days, or time and a half pay for holidays.

**University Property**
SAs are responsible for University property and equipment assigned for their use. Misuse, damage or loss of computers, phones, keys, and other University property and equipment may result in disciplinary employment action, liability for replacement cost. SAs may not allow University property/equipment assigned or made available to them to be used by third parties.

**Affordable Care Act**
Student staff employed by a University System of Georgia entity may not exceed 1300 hours in a calendar year per the Affordable Care Act. The calendar year begins on the staff member’s hire date of anniversary of said hire date.