

GEORGIA STATE UNIVERSITY HOUSING
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 approve 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:

- Fall Training
- Spring Training
- 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.

Job Title: Student Assistant (SA) **Department:** University Housing-Conferences and Program Services

Reports To: Coordinator of Conference and Program Services

Dates: August – May of academic year and May – August of Summer Conference Season optional

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:

- 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
- Strong Customer Service Skills
- Basic Microsoft Office Skills
- Demonstrate positivity and professionalism and the ability to work both in a team or independently
- Possess excellent communications skills, both oral and written
- Be highly organized with the ability to multi-task under tight deadlines

Compensation and Benefits

- Hourly wage of \$10.00 for up to 20 hours each week
- Valuable leadership and professional development opportunities with the University Housing community

Essential Functions of the Conference and Program Services 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:

- Customer service experience is required.
- 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

General Office Duties

- Be up to date on Georgia State University, University Housing and Conference Services policies
- Keep supervisor informed of appropriate information
- Maintain confidentiality about information regarding residents, guests or staff
- Manage Housing Residence Hall Meeting Space Reservation Calendar
- Daily use of Salesforce, Conference Host, Outlook, Microsoft Office Programs and other softwares and systems
- Orders and inventories office supplies and maintains office equipment
- Make referrals to the appropriate persons or on-campus offices
- Participates in scheduled staff trainings, workshops and retreats held each academic year
- Ability to multitask and completion of task in a timely and efficient manner
- Other duties as assigned

Conference Services

- First line of customer service for Conference Services, answering and directing calls and greeting visitors
- Answer Phones and provide accurate information on conference services and meeting inquiries
- Data input and contract processing for group inquiries
- Assists Coordinator for Conference and Program Services and Administrative Specialist with department data collection, analysis, and visualization
- Provide residence hall facilities tours to potential clients
- Input and maintain client data in conference software
- Assisting with the preparation of Conference Services Summer operations
- Supports on-site event coordination, including registration of participants, distribution of materials, administration of evaluations, and responding to the needs of the participants
- Participate in interview process of summer conference staffing
- Opportunity to be an active LCA (Lead Conference Assistant) during Summer Conferences

Marketing

- Be thorough in knowledge of Georgia State University print media guidelines
- Assist with marketing research and implementation of marketing initiatives for housing and conference services
- Research outlets for free or cost effective advertising in industry media publications or websites
- Attend Georgia State University Campus and Housing Events to assist with social media marketing, taking photos and/or writing content
- Daily Review of Social Media Feeds insuring positive messaging and alerting Professional Staff of derogatory postings or concerns
- Update Housing website calendar with special events and pertinent housing dates and deadlines

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