

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

**Dates:** July-May of academic year of appointment

**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 move throughout the building.

General job duties of Desk Assistants include providing customer service and security to residents and guests, checking residents in and out of buildings, verifying residents at the desk, checking guests in and out of the building and, providing residents with loaner keys and access cards, following emergency protocols, enforcing university policies, and serving as both a resource and role model to residents.

General job duties of Mailroom Assistants include providing customer service for residents, vendors and staff, and receiving, sorting, logging, and distributing packages.

General job duties of Learning Center Assistants include checking residents' IDs and monitoring technology and equipment inside the Learning Center.

General job duties of Parking Attendants include patrolling GSU parking facilities and/or lots leased by GSU and issuing citations.

General job duties of Central Housing Student Assistants include greeting housing office visitors, responding to inquiries made at the desk and on the phone and informing central office professional staff and supervisor appropriate information.

As a student employee of Georgia State, a 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 \$8.00 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

**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.

## **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
- Maintain 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
- Verifying residents as they enter the building
- Checking non-residential guests in and out of the building
- Reporting unusual or disruptive behavior or behavior that is a violation of University Housing policy
- Spot actual or potential emergencies and respond as appropriately trained
- Maintaining confidentiality about information regarding residents or staff
- Providing loaner keys and access cards to residents
- Answering inquiries made at the desk and on the phone
- Making referrals to the appropriate person or on-campus offices
- Keeping 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
- Logging the receipt of mail from various couriers
- Be proficient in using Pitney Bowes Arrival System for tracking arrival and dissemination of packages
- Verifying residents when they pick up their mail
- Delivering mail to the appropriate box
- Reporting unusual or concerning items
- Keeping supervisor informed of appropriate information
- Other duties as assigned

### Learning Center Assistant

- Be thoroughly knowledgeable of Georgia State University and University Housing policies
- Verifying residents when they enter the learning center
- Providing residents with resources and information
- Monitoring the use of resources and technology within the learning center
- Keep supervisor informed of appropriate information
- Reporting unusual or concerning behavior
- Other duties as assigned

### Parking Attendant

- Be thoroughly knowledgeable of Georgia State University and University Housing policies
- Patrolling GSU parking facilities and /or lots leased by GSU and issuing citations
- Assisting the GSU Police Department (GSUPD) officers as needed
- Assisting with towing and booting automobiles on University Commons and Piedmont North parking lots
- Assisting with various citation collection efforts as directed by the Parking Operations Manager
- Performing other related duties as assigned

### Central Housing Student Assistant

- Be thoroughly knowledgeable of Georgia State University and University Housing policies
- Greeting housing office visitors
- Responding to inquiries made at the desk and on the phone
- Making referrals to the appropriate person or on-campus offices
- Informing central office professional staff and supervisor of appropriate information
- Delivering mail to housing staff not located in the central office
- Reporting unusual or concerning items
- Receiving 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:

- 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.