

Student Assistant Job Description

Position Overview

The Student Assistant (SA) has primary responsibilities in providing customer service to University Student Housing residents, guests, parents, families, and University faculty, staff and other officials. The SA provides administrative support through the 24-hour service desk and assists in maintaining the safety and security of the residence hall facilities. The Student Assistant work schedule will vary in an effort to maintain the 24-hour desk operation. Student Assistants will be required to work a minimum of one three-hour shift per week between the hours of 12:00am – 9:00am. The Student Assistant is a member of the Residence Life Student Staff and is supervised by Residence Life Professional Staff. In the event of a vacancy, staff may be asked to fulfill a role or have other job duties added to their position to meet the needs of the students and the department. Every effort will be made to recruit and fill positions as quickly as possible to allow staff to return to the duties for which they originally were hired.

Essential Job Functions

Administration

- Provide customer service in person, via phone and online through the 24-hour service desk
- Distribute mail and packages in accordance with federal mail guidelines
- Read, gather, compile and prepare reports as assigned
- Issue keys and equipment during assigned shifts
- Communicate appropriately with complex professional staff and other key stakeholders
- Utilize departmental databases and online systems necessary for the operation of the residential complex, including but not limited to EZ track-it, when to work, and blackboard
- Support and implement the Disney Customer Service model (SERVE TECH & SERVE USH)
- Attend all required meetings including staff meetings and individual meetings with supervisor
- Participate in pre-service and on-going training throughout duration of employment

Crisis Response

- Follow directions provided by University Student Housing professional staff in the event of an emergency which occurs during your assigned shift.
- Work with University Student Housing professional staff and external stakeholders, including the Coordinator On-Call, Facility Coordinators, Texas Tech Police Department, and Crisis Hotline, to respond to student concerns or incidents within the residence halls

Departmental and Campus Support

- Support departmental initiatives within Residence Life including but not limited to Academic Initiatives, Social Justice Education, Student Intervention, Recruitment & Training and Summer Conferences. This may include participation in training, staff recruitment, the Student Staff Leadership Council, Tunnel of Awareness, Carol of Lights, and the end of year Student Leadership Banquet
- Familiarize self with area and campus resources designed to promote student success and make necessary referrals

Global Competencies

Quality of Customer Service/Relationship with Others/Communication (Oral and Written)

- Respectful, cooperative, and effective in getting along with a diverse group of employees and customers. Expresses ideas/information in a complete, clear, concise, organized, and timely manner. Actively listens to others and is open to suggestions.

Compliance/Staff Development

- Complies with all university and departmental rules, laws, policies and procedures; attends all required training or certification program with the specified time frames.

Planning and Organizing Work/Quality of Work/Initiative/Adaptability

- Effective and efficient utilization of time and resources. Anticipates and responds to the needs of the department.

Dependability/Accountability

- Degree to which the employee can be relied upon and complete tasks in a timely manner.

Additional Factors

Leadership Ability and Coaching

- The ability to organize and influence a diverse group of people to achieve a common goal, communicate clear expectations, provide feedback, recognize effort and celebrate success.

Decision Making

- Effectiveness in making sound decisions and taking appropriate actions.

Conflict Resolution

- Identify conflict and utilize appropriate listening and communication skills to help resolve workplace disputes.

Management of Fiscal Responsibilities

- Effectively demonstrates a commitment to stewardship and appropriate use of resources.

Additional Requirements

Due to the nature of this position, the following physical requirements are expected of a successful candidate. Reasonable accommodations may be made as necessary: Ability to Push/Pull, Lift and/or carry 5-25 pounds; Work with office equipment regularly; Hearing; Speech; Vision (including depth and spatial perception); Work indoors away from natural light for six or more hours at a time; etc. Additionally, Student Assistants are required to participate in all pre-service and in-service trainings for the position, which may include returning early to campus. Work during student break periods and holidays may be required.

Campus Security Authorities and Responsible Employees

As university employees, Student Assistants are considered Campus Security Authorities under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act) and as such are mandated to complete necessary training and report any designated incidents which may occur. Additionally, staff are considered Responsible Employees under Title IX which mandates that they must report information related to any Title IX incidents. Training will be provided regarding both Clery and Title IX to ensure staff are aware of required reporting responsibilities. Information regarding the TTU Annual Clery Campus Security Report can be found at: <http://www.depts.ttu.edu/ttpd/clery.php>. Information regarding Title IX at TTU can be found at: <https://www.depts.ttu.edu/titleix/>.

Qualifications

Student Assistant applicants should have experience in a customer service setting. Successful candidates will have demonstrated leadership experience and academic achievement. Candidates should demonstrate a mature and friendly attitude, present a well-groomed appearance and possess sound decision-making skills. A desire to assist students in personal growth and success is necessary.

Minimum qualifications for Student Assistant candidates include:

- Maintain a minimum 2.00 semester TTU/TTUHSC grade point average and 2.0 cumulative TTU/TTUHSC grade point average
- Maintain a minimum enrollment of 6 credit-hours; It is preferred that candidates maintain a minimum of 12 undergraduate credit hours or 9 graduate credit hours or have equivalent total credit hours between TTU & TTUHSC
- Must pass a criminal background check and drug test
- Must maintain good academic and student conduct standing within the university

Remuneration

The Student Assistant position is a part-time appointment in which staff may work up to 25 hours per week. Starting pay for Student Assistants is \$9.00 per hour (the state of Texas has no state income tax). Additional on-campus employment may be obtained, however, the combined total hours worked on-campus may not exceed 20 hours. Additional employment must be disclosed to University Student Housing to ensure total hours are not exceeded. Students on F1/J1 Visa status may only work up to 20 hours per week.

Equal Employment Opportunity Policy and Affirmative Action (TTU OP 40.01)

TTU does not tolerate discrimination or harassment of any employee or applicant for employment because of race, color, religion, sex, national origin, age, disability, genetic information, status as a protected veteran, or any other legally protected category, class, or characteristic. While sexual orientation and gender identity are not explicitly protected categories under state or federal law, it is the university's policy not to discriminate in employment, admission, or use of programs, activities, facilities, or services on these bases. (the remaining text of the OP can be found at <http://www.depts.ttu.edu/opmanual/OP40.01.pdf>)