RESIDENCE LIFE STUDENT OFFICE ASSISTANT FOR OPERATIONS

POSITION DESCRIPTION AND EXPECTATIONS

The Student Office Assistant (SOA) for Operations position is an integral member of the Department of Residence Life team, serving as first point of contact and representative of the department and Loyola University Chicago. The SOA for Operations serves as a service provider and resource for staff members within the Department of Residence Life. As members of the residence life staff, Student Office Assistants work collaboratively with other staff members to ensure effective and efficient delivery of services and information. Together, Student Office Assistants and other residence life staff provide services that support the mission, vision and values of the Department of Residence Life. With the goal of creating transformative living environments in the residence halls, Student Office Assistants are responsible for assisting with day to day administrative and customer service responsibilities. The Student Office Assistant for Operations is a paraprofessional staff member of the Department of Residence Life and reports directly to the Residence Life Business Manager.

Minimum Qualifications

SOAs must:
- Have a 2.5 cumulative GPA at the time of application and maintain a 2.5 cumulative and semester GPA for the duration of their employment.
- Be full-time registered students (undergraduates must enroll in no more than 21 and no less than 12 credit hours per semester; graduates must enroll in 9 credit hours per semester).
- Be and remain in good standing with the Department and University, including no significant or recent student conduct history.

General Expectations

The SOA for Operations:
- Serves as a resource for Residence Life staff members and should be familiar with the services and opportunities provided by Residence Life, the Division of Student Development, and other university departments and offices.
- Is expected to support the vision, mission, values, philosophies, and goals of the department as an employee of the Department of Residence Life.
- Will help to create and maintain a friendly, respectful, and accepting atmosphere in the departmental office.
- Will be expected to arrive on time for all scheduled shifts and communicate any necessary absences in a timely manner.

Role Modeling and Leadership Expectations

The SOA is:
- Responsible for abiding by and upholding all residence hall and university policies.
- Expected to serve as a positive role model for all students. This includes but is not limited to modeling appropriate and mature behavior on and off campus as well as via digital and social media.
- Expected to fulfill all expectations as described and provided in training sessions, the Student Staff Manual, and through direct supervision.

Administrative Responsibilities

The SOA for Operations:
- Will assist the Residence Life Office Manager with budget-related tasks. These tasks include: generating and distributing monthly budget reports, assisting with the processing/data entry of student worker hiring paperwork, assisting with bi-weekly student payroll, auditing and troubleshooting student payroll issues, and assisting with the processing of expense transfers, journal entries, reimbursements, purchase orders and check requisitions.
- Will provide clerical support for the Office Manager by maintaining files, creating documents, assisting with data entry, making phone calls, etc.
• Is expected to be familiar with and utilize Excel and departmental databases/systems to answer questions and assist staff.
• Will perform clerical tasks such as filing, copying, and faxing documents.
• Will complete special projects as assigned by Residence Life staff.

Customer Service Responsibilities
The SOA will:
• Maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
• Provide excellent customer service to students and staff by phone, email and in-person regarding budgetary and residence life questions, concerns, and requests.
• Uphold and maintain confidentiality with sensitive student and departmental information.
• Maintain a high level of professionalism in communication with student employees, Residence Life staff and campus partners.

Time Commitment
The SOA will:
• **Must be available to work during the summer.**
• Be scheduled for no less than 12 and no more than 19.5 hours per week during the academic year. These hours will be scheduled between 8:30 am and 5:00 pm when the departmental office is open for business.
• Attend and actively participate in any mandatory staff meetings and training sessions as scheduled.
• Request and obtain approval from a supervisor prior to any shift changes or absences.

Compensation
SOAs are:
• Are compensated with $11.00 per hour for each hour worked through July 1, 2018, and $12.00 for each hour worked on or after July 1, 2018. This amount will be paid bi-weekly via direct deposit.
• Responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.
• Federal Work Study eligibility is **strongly preferred** but not required. Employees with FWS are:
  o Responsible for verifying and providing proof of FWS funding status at the start of employment as well as maintaining record of remaining funds throughout the academic year.
  o Responsible for maintaining Federal Work Study (FWS) funding for the duration of their employment. In the event that the SOA depletes their FWS funding or their eligibility changes while employed in the position, decisions regarding continued employment will be made on a case-by-case basis.