The Student Office Assistant (SOA) is an integral member of the Baumhart Residence Life team, serving as one of the initial representatives of the department and Loyola University Chicago (LUC). The SOA works in the Baumhart Residence Life office, assisting in the administration and delivery of services for the residence hall community. As the first contact to residents, visitors, and persons in and outside of the Loyola community, the SOA must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in emergency situations. The SOA is a student employee and reports directly to the Desk Manager, Assistant Resident Director (ARD) and the Resident Director (RD) in his/her Baumhart Hall.

Minimum Qualifications

SOAs must:
- Demonstrate proof of and maintain Federal Work Study (FWS) funding eligibility for the duration of their employment.
- Not hold another FWS funded position during their employment in the SOA position.
- 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.
- Successfully pass a criminal background check conducted in conjunction with the Human Resources office prior to employment.

General Expectations

The SOA:
- Serves as a resource for residents, families and other campus community 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.
- Will be knowledgeable of and able to communicate departmental procedures and policies to residents.
- 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 Baumhart Hall.
- 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:
- Is responsible for answering the office phone, receiving and disseminating fliers and other information, and assisting with general office tasks.
• Will serve as first-line of communication with residents, families, and visitors, in person, via phone, and through email communication.
• Will administer lock out procedures and the checkout process for temporary keys and access cards.
• Will provide clerical support for office staff by maintaining files, creating documents, assisting with data entry, making phone calls, etc.
• Is expected to be familiar with and utilize departmental databases/systems to answer questions and assist residents.
• Will complete special projects as assigned by Baumhart Residence Life staff.

Customer Service Responsibilities
SOAs:
• Are expected to maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
• Are expected to provide excellent customer service to students and parents by phone, email and in-person regarding any housing and residence life questions, concerns, and requests.
• Will uphold and maintain confidentiality with sensitive student information.
• Will be expected to maintain a high level of professionalism in communication with residents, staff and guests.
• Will become familiar with the different offices and services available to students at the University, specifically the Water Tower Campus, in order to make appropriate referrals to residents and visitors.

Time Commitment
SOAs:
• Will be scheduled for no less than 5 and no more than 19.5 hours per week during the academic year. These hours will be scheduled between 8:30 am and 7:00 pm Monday- Friday and 10:00 am – 7:00pm on weekends
• Will attend and actively participate in any mandatory staff meetings and training sessions as scheduled.
• Are expected to assist with office coverage during Fall, Thanksgiving, Winter, Spring, and/or Easter Breaks. Shifts for these breaks will be determined among the staff. No vacation/travel plans should be made until office coverage has been assigned.
• Must request and obtain approval from a supervisor prior to any shift changes or absences.

Compensation
SOAs:
• Are compensated with $12.00 per hour for each hour worked, paid bi-weekly via direct deposit.
• Are responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.
• Are 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.
• Must maintain 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.