Position Title: Office Assistant

Department: Housing & Residence Life

Open Date: April 8, 2019

Close Date: April 17, 2019

Hourly Wage: $14.00 (FWS Only)

Hours per Week: 10

Description:
The Office Assistant (OA) is responsible for overall support of the Housing & Residence Life main office. Students must be eligible for Federal Work Study.

Requirements:

- Full-time American University student (undergraduate or graduate) with a current cumulative GPA of 2.5 or higher
- Must be in good judicial standing with no active sanctions as reported by the Dean of Students Office
- Requires 10 hours per week during the following hours: Monday – Friday 11am – 5pm. Potential for non-business hours and weekends as needed for events.
- Attendance at all training sessions and monthly meetings are mandatory. Fall training will take place from 9:00am-5:00pm beginning on Wednesday, August 7, 2019 through Friday, August 9, 2019. Inability to attend training in full will disqualify an applicant. Dates for monthly meetings will be determined at the beginning of each semester.
- The OA position is for a full academic year with the option to continue in the summer excluding those graduating in the fall or participating in spring study abroad program. All OAs must be eligible to work during the agreement dates.

Primary Responsibilities:

- Provide a high level of customer service to all residents and guests of the office
- Serve as primary point of contact for students and other visitors to the office. The OA will answer questions and refer the guest to the appropriate staff member if unable to assist
- Answer telephone calls and transfer the caller to the appropriate staff member
- Attend meetings during certain times of the year to go over policies, procedures and events that may be taking place in the office
- Be appropriately dressed at all times during the shift
- Maintain confidentiality at all times in regard to any conversation, phone call, or paperwork that the student is privy to while working in the office
- Assist various staff members in the office with special projects
- Enforce and adhere to all relevant policies/procedures as set forth by Housing & Residence Life/American University
- Able to work a variety of hours based on departmental need
- Other duties as assigned
Secondary Responsibilities:

- Assist in creating and presenting at tabling and university events
- Collect and provide survey data for a variety of office processes and procedures
- Assist in creating, maintaining, and updating changes to OA front desk schedule
- Provide administrative support for the HRL Facilities team
- Assist in systems and process testing for the HRL Operations & Administration team

Skills/Experience:

- Proven ability to work well in a fast-paced environment
- Strong organizational skills and the ability to multi-task
- Strong interpersonal and customer service skills
- Enthusiasm in sharing and developing the on-campus experience
- Ability to handle sensitive and confidential information
- Ability to handle difficult conversations
- Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude while assisting a variety of customers during presentations and university events
- Experienced in using Microsoft Excel to capture data and create tables, charts, and graphs
- Ability to work on a prolonged project independently with minimal supervision.

Additional Information:

- The Office Assistant will receive an hourly wage of $14.00 per hour. It is the responsibility of the OA to understand their own financial aid package and the impact of the position upon that package.
- Consideration will only be given to candidates who receive Federal Work Study aid
- Room and board compensation is not provided for this position
- OAs should strive to maintain a balance with the role, academic pursuits, and personal commitments. Additional commitments should not conflict with the work schedule or impact performance. If performance is compromised because of outside commitments, the OA may be given a recommendation from their supervisor to limit outside commitments in order to improve performance. Continued unsatisfactory performance may result in employment probation or dismissal.