Office Assistant Job Description
Housing & Residence Life
2014-2015 Academic Year

Summary of Position:
The Office Assistant (OA) is an integral member of the Housing & Residence Life team, serving as one of the front-line representatives of the Boise State University community. Because of the dynamic environment of the front desk, a successful candidate will be able to manage administrative, customer service, and security-related tasks. The OA serves as a leader and liaison for the Resident Director. Additionally, the OA serves as the first contact for residents, visitors, and individuals outside the Boise State community and must demonstrate professionalism and customer service at all times.

A successful OA will possess effective leadership abilities including: dependability, motivation, initiative, integrity, flexibility, organization, discretion, and strong interpersonal and communication skills. The position is a non-work study position. OAs will receive a hourly wage. Office hours will be assigned with respect to the OA’s class schedule and the RD’s schedule.

Minimum Qualifications:
- Be enrolled as a full-time student at Boise State University with a minimum of 12 credits (undergraduate) or 9 credits (graduate) per semester
- Minimum cumulative and semester grade point average of 2.5
- Available to work 10 required office hours throughout the week
- Must be in good standing with the University and Housing & Residence Life, including conduct and financial status
- Ability and willingness to serve as a positive role model to other students
- Strong organizational, time management, and communication skills

Contract Period:
The OA position is a one year student leadership opportunity with a contract period running for the complete academic year (consecutive fall and spring semesters). All OA staff members are expected to attend and actively participate in all training and operational activities which take place prior to the beginning of the academic year. OAs are required to be present for and assist with opening and closing of the residential complexes.

OAs are required to reapply for additional years as previous employment does not represent a commitment to rehire staff. OAs will not be excused from OA responsibilities, including OA training, for commitments including orientation, athletic competitions, leadership trainings, personal vacations, outside employment, or other on or off campus activities.

Possible Duties & Responsibilities
Successful candidates will demonstrate a commitment to following the procedures and guidelines of the University and Housing & Residence Life, be willing to accept responsibility, and pay attention to detail. Responsibilities for Office Assistants may vary depending upon the specific area, but will include the following:

- Co-facilitate monthly desk staff meetings with RD supervision
- Assist with training of Desk Assistants
• Maintain inventories for the assigned residential complex (i.e. forms, keys, equipment, supplies, etc.)
• Provide quality customer service for students, staff, and guests
• Answer phones and forward calls or messages appropriately
• Update and maintain accurate logs for lockouts, equipment check-out, package pick-ups, keys, etc.
• Check equipment (i.e. cleaning supplies, games)
• Distribute and/or forward mail to resident mailboxes
• Run errands to other buildings on campus which includes but is not limited to making copies and scanning documents
• Other duties as assigned by the supervising RD

Conduct:
OAs are responsible for understanding and abiding by the policies and procedures in the Student Code of Conduct and those established by Housing & Residence Life. Due to the importance placed on role modeling, staff may be released for violations of University policies, including those set forth by Housing & Residence Life, as well as violations of local, state, and/or federal law.

Confidentiality:
During the course of performing regular tasks, OAs will encounter sensitive information. This information is protected by the Family Education Rights and Privacy Act (FERPA). Information covered by FERPA and other laws may not be released by staff unless specific conditions are met. Disciplinary action may be taken if information is released inappropriately.

OAs must communicate all concerns with the Resident Director in a timely fashion, but not to other staff or students. Confidentiality must be maintained in relation to all conduct or student issues and therefore should not be discussed with others (students, staff, media, etc.) unless expressly directed to do so by the Resident Director.

In-services, Trainings, and Meetings:
In order to provide quality training for staff and to coordinate the operation of the desk area, all OAs are required to attend mandatory training sessions occurring before the fall and spring semesters.

In order to offer on-going training opportunities, Housing & Residence Life requires all staff members to attend monthly training or meetings (schedule to be determined).

Role Modeling, Ethics, and Credibility:
OAs are expected to be good role models and ethical decision makers at all times, both on and off campus. OAs’ behavior must positively reflect the values of Boise State University and Housing & Residence Life. OAs should refrain from engaging in speech or behavior that compromises their credibility.

Compensation:
The Office Assistant will receive a hourly wage of $7.50. This compensation encompasses all required responsibilities of the OA position, including 10 required office hours per week.

Suspension & Release from Position:
Appointment as an OA is subject to release prior to its normal expiration for failure to complete assigned duties or for conduct inappropriate to this position.

Each staff member is eligible to apply for reappointment for future academic years. Eligibility in itself, however, does not constitute a commitment of Housing & Residence Life to offer reappointment.
Boise State Housing & Residence Life does not discriminate on the basis of race, religion, gender, sexual orientation, or physical ability.