Division of Student Affairs  
Position Description

**Official Job Title:** Staff Assistant  
**Job Code/Level/Family:** 0148/8/6  
**Department:** Housing and Residence Life  
**Supervisor:** Associate Dean for Residence Life  
**Position Status:** Regular/Full-time/Nonexempt  
**Staff Supervision:** Student staff office assistants  
**Schedule Note:** 1st Shift; work required beyond a regular 40-hour weeks is expected during hall openings and closings which includes some evenings and weekends.

**Scope of Responsibilities**
Each HRL campus office supports the overall operations of the HRL department. This includes managing keys for the assigned campus, initiating maintenance and repairs requests, coordinating room assignment updates and changes, and processing financial transactions for assigned staff. Providing outstanding reception and service to all office visitors is also a priority.

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<th>Duties</th>
<th>% of Effort</th>
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<td>Primary contact for communication in the day to day function of the office including receiving visitors to the office, screening phone calls and emails regarding facilities or student life questions; providing initial response to students and parents with concerns; Assist contractors, vendors, and university staff in receiving access to conduct repairs; Ensure that residents are informed of scheduled work; Screen and route mail and documents determining which to respond to or which to bring to supervisor's attention based on content of communication and knowledge of departmental programs and activities; Assist supervisor with management of calendar/appointments; Prepare letters and statements as requested.</td>
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<td>Maintain, review and reconcile departmental budgetary records monthly in University general ledger system (SAP) ensuring financial and transactional issues are correctly resolved; Process various purchasing transactions via credit card purchases, fund transfers, check requests, POs, and PRs; Provide pertinent information to answer inquiries based on knowledge of programming efforts and help resolve more complex situations.</td>
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<td>Assist with maintenance and facilities operations as instructed including initiation of hundreds of maintenance repair requests each month;</td>
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Differentiate between routine and emergency problems and take appropriate action; Inform campus team of unusual situations or difficulties; Follow up on services requested to be sure work is performed in a timely manner; Conduct building surveys to assist campus team in planning future maintenance and/or renovation projects; Initiate billing for damages caused

Organize and maintain departmental files of financial records, reports, service records, and correspondence required for reference and efficient operation of department; Maintain up-to-date management and procedural manuals, directives, and related records; Assist with space and equipment reservations and event logistics.

Compile and summarize data and assist in preparing regular and special reports requiring analysis and evaluation of data; Review reports received for supervisor; Check and compare with source documents and bring significant items, changes, errors or omissions to the attention of the supervisor.

 Supervise student staff including providing daily work assignments and managing payroll process

Perform related duties as assigned or required to meet department, division and University goals and objectives.

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**Required Minimum Qualifications**

Education/Training: Work requires a broad knowledge of clerical and accounting principles and practices normally acquired through two years of post secondary education in secretarial science or a related business field.

Experience: Work generally requires three years of related secretarial/clerical experience to acquire skills necessary to administer office functions related to office management, communications, and budgetary/accounting activities.

**Specific Skills and Competencies**

- Ability to learn new systems and applications as required;
- Excellent organization skills and the ability to manage concurrent projects within established guidelines;
- Strong customer services skills including ability to deal with angry individuals;
- Ability to problem solve;
- High level of proficiency in computer applications and systems