



POSITION DESCRIPTION

TITLE: Community Services Assistant

CLASSIFICATION: Student Staff

POSITION SUMMARY:

This student position is generally the initial contact responsible for providing customer service to residents and guests at our communities' desks. In addition, a person in this position provides assistance to the community administrative assistant, residence hall director and/or graduate residents, and assistant directors with administrative tasks and serves as a resource of information to residents and guests. This student position is also responsible for distributing mail and packages for the community as well as managing keys in accordance with University Housing policies and procedures.

SUPERVISOR:

Residence Hall Director

CONDITIONS OF EMPLOYMENT:

1. To be classified in the student employment type or student worker category (STUWK), the employee must be enrolled in and actively attending classes (if classes are in session) at a University System of Georgia institution during the employment period.
2. Have a minimum semester and cumulative UGA grade point average of 2.0 at the time of application and maintain a minimum cumulative and semester UGA grade point average of at least 2.0 during the period of employment. If the minimum cumulative or semester UGA grade point average is not maintained, the community services assistant may be granted one (1) academic term to return to the minimum standards. New hires may not begin their contract under probation due to failure to meet the minimum academic requirements.
3. Must be in good standing with the Office of Student Conduct at the time of application and maintain good standing with the Office of Student Conduct during the period of employment.
4. May not exceed 20 hours of work per week, except when classes are not in session and the student employee must have prior permission from the supervisor. This includes online training, staff meetings and one-on-ones.
5. May not exceed 6 consecutive hours of work.
6. Continued employment is based upon job performance, evaluation and enrollment in the University.
7. Complete all requirements of the position as explained in the Community Services Manual, eLC modules, and Community Services training.
8. Student employees are considered temporary employees. A temporary employee may be separated at any time for any reasons without notice and either the employer or the employee can end the employment relationship. Such separation is not grievable or subject to appeal.

RESPONSIBILITIES:

1. Provide exemplary customer service to all residents, guests, visitors, faculty and staff who interact with community desks and community office spaces.
2. Function as a resource for accurate information concerning Housing and university operations.
3. Support the community office staff by performing assigned administrative responsibilities effectively and efficiently.
4. Assist in the opening, closing and transition of residence halls. This may require early arrival and late departures, as well as working during break periods.
5. Support, communicate, enforce and abide by all university and department policies, procedures and regulations.
6. Follow appropriate protocols in addressing incidents and potential policy violations.
7. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
8. Participate in all departmental and community training.
9. Participate in all meeting activities including, but not limited to: staff meetings, community staff meetings and one-on-one meetings with supervisor.
10. Follow appropriate community desk policies and procedures including, but not limited to: key management, equipment check-out and access control.
11. Sort, record, distribute and forward mail, packages and newspapers according to United States Postal Service regulations and community procedures.
12. There is the opportunity to work shifts conducting residence hall tours.
13. Perform other duties consistent with the purpose of the position as assigned