

# Housing & Residence Life

---

## TULANE UNIVERSITY

|                             |                            |
|-----------------------------|----------------------------|
| <b>Job Title:</b>           | Office Assistant           |
| <b>Department:</b>          | Housing and Residence Life |
| <b>Location:</b>            | Irby Hall Front Desk       |
| <b>Salary:</b>              | \$10.00 per hour           |
| <b>Hours:</b>               | 8:30am-5:00pm              |
| <b>Positions Available:</b> | Multiple                   |
| <b>Federal Work Study:</b>  | Preferred                  |

---

### General Description:

The Office Assistant (OA) for the Department of Housing and Residence Life serves as the first point of contact for visitors entering the Housing Department. OAs are responsible for maintaining and providing updates, changes, and other important information about Housing, Residence Life, and other HRL processes. The role of the OA is to provide excellent customer service and to assist in the overall functioning of the Housing front desk as well as to ensure the safety and security of student information. OAs facilitate administrative work such as handling keys, conducting check-ins or checkouts, and placing service waves for maintenance issues. Answer incoming phone calls and emails is another important job that the OA is required to complete.

### Shifts:

- Housing and Residence Life Office hours are from 8:30am-5:00pm Monday through Fridays.
- Shifts may vary depending on student class schedule.
- OAs are expected to work up to a week before Fall and Spring move in and a week after Spring move out.

### General Duties:

- Provide front desk coverage and professional, friendly customer service at Housing and Residence Life.
- Responsible for performing receptionist duties at the Housing and Residence Life desk, including answering telephone calls; routing messages; and responding to routine questions/inquiries from staff, students, and the general public.
- Process paperwork, keys, temporary access cards, and check-ins and checkouts.
- Maintain the confidentiality of student and office operations.
- Attend all mandatory training

### Qualifications:

- Critical thinking and problem-solving skills, and the ability to multi-task.
- General technology ability. This includes experience with spreadsheets and word processing.
- Excellent written and verbal communication.
- The ability to work effectively with University students and staff.
- Current, full-time undergraduate student with overall minimum 2.50 GPA or current, full-time graduate student with overall minimum 3.00 GPA at the time of employment and throughout the period of employment.
- Good conduct standing with the University.
- Flexibility, creativity, and a sense of humor.

### Terms of Employment:

#### A. Period of Employment:

The official period of employment begins for the Fall semester on August 8, 2022 and ends with the closing of the residence halls tentatively scheduled on December 18, 2022; employment for the spring semester begins when HRL offices reopen following Winter Break, tentatively scheduled for January 5, 2023 and ends the day after Spring 2023 Commencement, tentatively scheduled on May 21, 2023. OAs are also expected to remain in town and share in responsibilities during selected breaks, including but not limited to Fall Break, Winter Break, and Spring break, as well as Mardi Gras week.

#### B. Remuneration:

Remuneration is in the form of \$10.00/hour paid in bi-weekly increments.

#### C. Continuation of Employment:

Employment is for one academic year (or part thereof) only. Continuation of employment depends upon successful completion of tasks, positive evaluation by the supervisor and exhibition of growth and continued enthusiasm for the position. Office Assistants must complete appropriate application if they would like to be considered for re-employment.

# Housing & Residence Life

---

TULANE UNIVERSITY

**D. Financial Aid:**

The terms and conditions in this job description are subject to review by the Office of Financial Aid if the Office Assistant receives additional financial aid. OAs are required to report all forms of financial aid to ensure that they do not exceed their need factor.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description. Dates are subject to change.