

Housing & Residence Life

TULANE UNIVERSITY

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

General Description:

The Summer 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. Answering 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 through the Summer 2022 session to assist with Summer opening and closing tasks.

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 summer on May 18, 2022 and ends August 12, 2022. OAs are also expected to remain in town and share in responsibilities during selected summer breaks and university holidays when the Housing and Residence Life Office is open. Training is mandatory and is tentatively scheduled May 18, 2022 through May 20, 2022.

B. Remuneration:

Remuneration is in the form of \$10.00/hour paid in bi-weekly increments. On-campus housing for Summer 2022 is provided free of charge during employment for Summer OA staff who wish to live on-campus, but it is not required to live on-campus**

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.

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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.

****Living on-campus is not required for Summer OA Staff.** Summer OA staff who live off-campus for the Spring 2022 semester and would like to live on-campus during Summer 2022 may move on-campus during the summer transition day announced by Housing and Residence Life, tentatively scheduled for no later than May 27, 2022. Summer OA staff who will live off-campus for Fall 2022 will be expected to move off-campus no later than Friday, August 5, 2022. **Transition dates are subject to change.** Summer OA staff who live on-campus for Spring 2022 will be able to transition directly from their Spring to Summer Housing Assignment. Summer OA staff who live on-campus for Fall 2022 may transition directly from their Summer to their Fall housing assignment. Timelines will be provided in advance by supervisor staff. **All transition dates are subject to change. There is not additional compensation for Summer OA staff that live off-campus for Summer 2022.**