OFFICE ASSISTANT

The Office Assistant performs a variety of clerical and receptionist duties related to the administrative operations of the residence halls. The OA is supervised by the building Hall Director, and must be an enrolled student who has completed at least one academic year of school at UT. Preferably, the OA has previous University Housing work experience as a Resident Assistant, Desk Assistant, or Post Office Assistant and therefore understands some of the interworking’s of the residence halls to most effectively answer student concerns and questions. This position will require 15-20 hours of work per week between the hours of 8am and 5pm Monday through Friday.

RESPONSIBILITIES

1. Issue lockout keys when necessary, completing all appropriate paperwork. This includes filling out the Lockout Key card, checking the student ID with a roster to verify the room, and noting the key code, date checked out, date due, and both student and staff signatures.
2. Issue public room keys to residents. The OA should be aware of the location of all public rooms in the hall, the policies for the use of the room, any reservations that may be kept for the room, and checking out any keys for accessing the room. Key checkouts should be logged in the Daily Log and reservations should be maintained in a reservation log/calendar.
3. Use and maintain the front desk email account. This hall email account should be checked regularly each day. This account is for communication between the OAs and the hall staff and is not to be used for student communication purposes. This email account will provide access to the HD Outlook calendar for scheduling appointments.
4. Make entries into the electronic Daily Log on a daily basis. The Daily Log is used to record significant happenings in the building and serves as the main record keeper of events for the hall. All shift changes, protocols, deliveries, key checkouts (other than lockout keys), and other significant events should be logged appropriately in the Daily Log. The OA should log into the system with his/her own netid and password when making any entries. Once a week, the OA should export and email the Daily Log to the Hall Director, who will then review it and turn it in each Wednesday to be reviewed by the Area Office.
5. Maintain the maintenance log at the front desk. This log is used daily when maintenance staff responds to issues in the hall. This log should be turned in weekly to Carol Ann Henderson in the Housing Services Office. The log should be kept organized, neat, and stocked with log sheets.
6. Maintain the police log at the front desk. This log is used daily when UTPD officers enter the building for their regular rounds. The log should be kept organized, neat, and stocked with log sheets.
7. Use the 2-way radio to contact staff when necessary. This walkie-talkie radio, unlike the Nextel, is used when RAs respond to incidents or go on hallwalks so that easy and constant communication can be maintained if necessary.
8. Monitor CCTV monitors constantly during the day, and door alarms must be checked daily to ensure they are in proper working order. During the 8am to 5pm day, the “open door” chime
may be turned off, but the “door prop” chime must remain on. Contact Housing Services staff if any issues arise with equipment.

9. Distribute/complete/collect all appropriate paperwork and issue/collect keys from residents checking in or out of the building. Full check in and checkout procedures will be provided by your hall director.

10. Refer all inquiries or checkin/checkouts in guest housing to head staff. Guest housing is run by the Hall Director and Assistant Hall Director, who are in direct contact with the main housing office.

11. Accept any lost and found items at desk. Contact students if their identity is known, and return items when students can show ID and/or prove the item belongs to them. Log lost and found transactions in the Daily Log or a separate Lost and Found Log.

12. Appropriately answer the phone, put callers on hold, and transfer calls. The OA should be competent in making all phone transactions and should always answer the phone: “______ Hall, _______ speaking, how may I help you?” The OA will have access to the long distance front desk code to make work-related long distance calls to student cell phones, etc when necessary.

13. Use the front desk Nextel phone to contact building staff (maintenance, housekeeping, head staff) when necessary. The OA should understand how and when to use the Nextel phone appropriately.

14. Checkout, return, and organize hall equipment available for student use (sports equipment, movies, games, etc). Maintain an organized system for checking out hall equipment and regularly check in with head staff to audit and check hall equipment.

15. Be familiar with using School Dude to place and complete student and building maintenance requests. These should be completed on a daily basis to keep track of all current work in the building. OAs should log in using the front desk account. Any charges that need to be associated with these maintenance issues will be entered by the Hall Director or other appropriate staff in Housing Services or the Central Office.

16. Report issues to maintenance and/or housekeeping throughout the 8am – 5pm day. These issues can be reported directly from the OA to the appropriate support staff without waiting for head staff approval.

17. Accept and log all deliveries that come to the front desk. Deliveries are logged in the Daily Log, and express or overnight packages are also accepted and logged at the front desk. Contact students to pick up their delivery items and log that the student has received the item in the Daily or Post Office log as appropriate.

18. Appropriately refer students to the Vol Card office for refunds from any of the Vol Card related machines in the hall (laundry, card swipe vending, DART machines, etc). Vending refunds not Vol Card related (cash transactions) are referred to the distributor number posted on the machine, and students can contact them directly for those refunds rather than going through the hall staff.

19. Complete training on how to acknowledge and reset the fire panel. Always contact a building staff member to check any fire alarm. This training should be completed with Fonda Allen, in the Office of Environmental, Health & Safety and can be set up through your Hall Director.

Updated 7/1/2013
20. Know how and when to contact elevator maintenance if any issues arise with elevator malfunctions during the work day. The OA should be familiar with the Housing Services Manual, which is kept at the front desk and includes this information.

21. Complete key audits daily. These audits should include all keys in the main key box and should be logged in the Daily Log, as well as noted in the Key Audit Log every day. The HD and AHD will conduct daily audits of the master key box and the submaster key box.

22. Order keys when necessary, after a key audit or when a student reports a lost or stolen key, and always log key orders in the Key Audit Log. The OA can place these key orders by logging into School Dude using the building desk login, use the craft code “Operation Services,” and be sure to include the following information in the description field: 1) Student’s first and last names, 2) student’s UT ID number, 3) detailed description of the request – i.e. “Student lost key, recore lock and 4 keys,” 4) OA staff initials. Once recores are completed, the OA will log into School Dude and complete the ticket. Actual charges will be entered on student accounts weekly by Central Staff.

23. Enter excessive lock out charges into School Dude at the request of the hall director after key audits are completed and students are identified who are in excess of the lock out key policy. These charges are entered by the OA in School Dude using the same procedures listed above, with “Excessive Lock Out Charge” listed in the description field. Actual charges will be entered on student accounts weekly by Central Staff.

24. Schedule Hall Director and Assistant Hall Director appointments using Microsoft Outlook at the front desk. The OA should have access to the Hall Director work calendar on Outlook and be able to inform supervisory staff members of where the HD can be found throughout the day if they are needed.

25. Assist supervisory staff with information regarding vacancies in the hall. The Hall Director will keep an up-to-date vacancy list at the front desk for the OA to refer to at all times for student and staff questions regarding available rooms in the hall at any given time.

26. Assist staff and students with information regarding the room/hall change wait list in the hall. The Hall Director will keep an up-to-date wait list at the front desk for the OA to refer to at all times so that students can be kept informed of where they are in the process of receiving their requested change.

27. Refer all requests for and questions regarding Contract Releases to the Hall Director directly.

28. Check out Access Cards for students and staff who are in need of building access and cannot gain said access through the Vol Card Office. These cards are to be kept locked in the key box and any checkouts should be logged in both the Access Card log and the Daily Log.

29. The OA will not have access to submaster keys. If a submaster or master key is legitimately needed by a staff member, the OA can refer him/her to the Hall Director, Assistant Hall Director, Housekeeping Supervisor, or Maintenance Foreman.

EXPECTATIONS
The following list of expectations is designed to give the Office Assistant specific information relative to the day to day duties that are performed in his/her position. This information is intended to supplement...
the duties outlined in the OA Position Description. These expectations will be used as a basis for the on-going evaluation of OAs working for the Department of University Housing.

1. Attend comprehensive Office Assistant Training, depending on date of hire.
2. Be on time for your shift. This means arriving at the desk before your shift officially starts to allow yourself enough time to be briefed by the staff member working prior to you. Each OA should record the time in the daily log they clock in/out.
3. Notify your Hall Director if you cannot make a shift or will be late to a shift. It is your responsibility to attempt to find coverage from another Office Assistant for any missed shifts.
4. Be professional behind the front desk. This includes your attitude, work, and appearance. Business casual dress is required at all times while working behind the front desk.
5. Do not allow any non-staff members behind the front desk for any reason at any time.
6. Matters concerning students in the hall are confidential and are not to be shared with anyone (including staff members) except the Hall Director.
7. Employ customer service at all times. This includes tone of voice, attitude, and willingness to help solve problems for all students, staff members, and guests who call or visit the front desk. The Office Assistant should have a good knowledge of campus resources, phone numbers, directions, and departmental staff contacts.
8. Be alert and pay attention to what is happening in the building and the lobby at all times. Log all significant occurrences in the Daily Log.
9. Control the noise and/or inappropriate behavior of persons gathered in the lobby area when needed. Confront all policy violations and report these violations to the Hall Director and log them in the Daily Log.
10. Follow proper procedure for all resident complaints, concerns, and problems.
11. Maintain an organized, clean, and properly functioning front desk by overseeing the checkout of equipment, auditing keys for residential use, and regularly updating paperwork files.
12. Assist in the controlling of cleanliness of the main lobby area at all times.
13. Be completely familiar with emergency procedures and protocol.
14. Handle the federal mail as directed by your Hall Director.
15. Serve as a representative of the University of Tennessee and the Department of University Housing at all times.
16. Perform all other duties as assigned by your Hall Director.

STATEMENT OF UNDERSTANDING
I have read and understand the above expectations and duties for the Office Assistant position. I agree to abide by all the policies and procedures set forth by the Department of University Housing and the Office Assistant position. I further agree to abide by all supplemental policies or procedures established by the Hall Director or the Department of University Housing.

OA Signature: __________________________ Date: ________________

HD Signature: __________________________ Date: ________________