

## OFFICE ASSISTANT POSITION DESCRIPTION & RESPONSIBILITIES

The Office Assistant (OA) performs a variety of administrative duties related to the administrative operations of the residence halls. The OA is supervised by the building Hall Director/ Assistant Hall Director. Preferably, the OA has previous University Housing work experience as a Resident Assistant, Office 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.

### 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.
5. Maintain the Housing Services Maintenance Log at the front desk. This log is used daily when maintenance staff responds to issues in the hall. 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. 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.

8. 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.
9. 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.
10. 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.
11. Appropriately answer the phone, put callers on hold, and transfer calls. The OA should be competent in making all phone transactions.
12. Use the front desk Motorola two-way radio to contact building staff (maintenance and housekeeping) when necessary. This two-way radio is used when RAs respond to incidents or go on hall walks so that easy and constant communication can be maintained if necessary. The OA should understand how and when to use the two-way radio appropriately.
13. Checkout, return, and organize hall equipment available for student use (sports equipment, movies, games, etc.). Keep hall equipment organized and regularly check in with head staff to audit hall equipment.
14. Be familiar with SchoolDude 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.
15. 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.
16. Accept and log all deliveries that come to the front desk. Deliveries are logged in the electronic 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 Log or EZTrackit system, as appropriate.
17. Appropriately refer students to the Vol Card office for refunds from any of the Vol Card related machines in the hall (card swipe vending, etc).
18. Complete training on how to acknowledge and reset the fire panel. Always contact a building staff member to check any fire alarm.
19. 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.

20. Complete key audits. These audits should include all keys in the main key box and should be logged in the electronic 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 twice a week as directed by head staff.
21. 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.
22. 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.
23. Schedule Hall Director and Assistant Hall Director appointments using Microsoft Outlook at the front desk. The OA should have access to the Hall Director and Assistant 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.
24. Refer all requests for and questions regarding Contract Releases to the Hall Director directly.
25. Check out Access Cards for students in the Lock Out card system who are in need of building access and cannot gain said access through the Vol Card Office. Staff who need access should be directed to their supervisor.

## **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, annually and as needed depending on date of hire.
2. Be on time for your shift. This means arriving at the desk, no more than 5 minutes 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.

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 Head Staff.
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.
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 and packages as directed by your Head Staff member.
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 Head Staff member.

**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: \_\_\_\_\_