

### **Position Overview**

Student Assistants (SAs) are a vital part of the Department of Residence Life. This position does include non-traditional hours and weekends. All shifts will be assigned according to class schedules and availability. CSU Residence Life front desk are open 24/7, including Academic Breaks (Winter and Spring Breaks), and an assigned shift may be Sunday – Saturday between 12:00am and 11:59pm. This position will assist the Residence Life professional staff at the different office locations (Clearview Hall, Courtyard, and RiverPark), along with serving as a liaison to students, parents, and guests. SAs will directly report to the Residence Life Coordinator and the Graduate Assistant of their assigned community.

### **Core Responsibilities**

The following are the responsibilities of the SA position. Exact responsibilities of the SA position are dependent on the time of the assigned shift that the SA may be scheduled:

- Operations include but are not limited to answering telephones with proper etiquette, filing paperwork, stocking supplies, operating copier, and fax machines.
- Maintaining the front desk and storage areas as needed.
- Assisting students during check-ins, check-outs, and room change processes.
- Assisting students with lockouts and maintenance concerns.
- Explaining and enforcing Residence Life policies and procedure.
- Assist in marketing housing by providing detailed tours (first-year housing areas only).
- Work assigned shifts during academic breaks such as Winter break, Spring break, etc., as well as during university holidays.
- Attend all scheduled training programs prior to and throughout each academic semester.
- Complete administrative responsibilities to include duty logs, incident reports, mediations, etc.
- Attend bi-weekly staff meetings (1 hour plus bi-weekly time commitment). Meeting days and times will be decided by your RLC at the beginning of each semester and will be based on academic schedules.
- Perform duty rounds as communicated by the RLC and written in training manual.
- Additional duty assignments may be required by the RLC to include, but not limited to hanging flyers, responding to emergencies, mediation, duty logs, incident reports, etc.
- Follow all policies and procedures in the CSU Student Handbook and the Residence Life Community Guide.
- Be knowledgeable of general resources available for students on campus.
- Maintain frequent communication with Residence Life staff and respect confidentiality regarding such discussions.
- Uphold the general requirements of the position as stated in the training manual and communicated by the Residence Life staff, while serving as a role model for a standard of personal conduct commensurate with Residence Life standards.

## **Expectations**

Some expectation for this position includes:

- Motivated and able to work in an environment that requires flexibility
- Effectively interact with multiple constituents as well as other campus departments
- Commitment to providing outstanding customer service
- Responsible and dependable
- Professional demeanor
- Able to organize several projects and tasks with multiple deadlines
- Communicate effectively; both written and verbal

## **Qualifications**

Required:

The successful candidate must currently be enrolled at CSU, taking six (6) or more credit hours per semester, and be in good academic, financial, and conduct standing with the University. The selected candidate should also possess excellent customer service skills as well as written and oral communication skills. Student Assistants must be able to return to campus before classes start and stay after finals (dates can vary and will be communicated). SAs must pass a required criminal background check successfully as a condition of employment.

Preferred:

Students currently living in campus housing are preferred.

## **Benefits**

This position pays per hour with progressive annual increases based on years of service. This position works between 15 to 25 hours per week based on the needs of the community.

\*Please be aware that this position does not include any tuition remission.

## **Equal Employment Opportunity**

Columbus State University is committed to recruiting, supporting, and fostering a sense of belongingness for a diverse, equitable, and inclusive community of outstanding faculty, staff, and students and is an Equal Opportunity/Affirmative Action employer. It is the policy of Columbus State University to recruit, hire, train, promote, and educate persons without regard to race, color, religion, sex, national origin, ethnicity, age, genetic information, disability, gender identity, sexual orientation or protected veteran status.

**For more information**, please contact the Department of Residence Life at [Housing@ColumbusState.edu](mailto:Housing@ColumbusState.edu) or at 706-507-8710. For additional information about Columbus State University, visit [www.ColumbusState.edu](http://www.ColumbusState.edu). For specific information on the Department of Residence Life here at CSU, visit <https://www.columbusstate.edu/residence-life/>.