

ABOUT OUR DEPARTMENT

The mission of the Department of Residence Life is to provide a clean, well maintained, safe, and inclusive living learning environment that is conducive to study and the personal development of all residents. Activities and services are designed to develop community while encouraging academic and social success.

Arkansas Tech is an Affirmative Action/Equal Opportunity Employer. It is the policy of this university not to discriminate on that basis of race, color, national origin, sex religion, age or disability in employment or provision of service.

REPORTS TO:

The Area Coordinator (AC) is responsible for Student Staff supervision, evaluation, and communication of general information between the Department of Residence Life and the Student Staff.

JOB SUMMARY:

The Guest Service Assistant serves as an integral part of the Department of Residence Life's ability to complete its mission. Together, these staff members work with residents to create and maintain an atmosphere which fosters a great first impression and ensure students, guests, and campus partners have a positive experience.

- Attend all Student Staff meetings and training sessions associated with this position.
- Serve as the first point of contact for residents and visitors to provide customer service support.
- Assist with a wide variety of administrative tasks: equipment and supply inventories, check-ins & check-outs, data entry, and other office tasks as needed.
- Assist with Residence Life keys: preparing keys, performing key audits (monthly/annual), and distributing keys.
- Manage email accounts for Residence Life to ensure a timely response to all communication.
- Provide telephone and front desk reception services, which include helping and answering questions from students, parents, vendors, and guests.
- Provide directions, maps, and general information in a helpful and courteous manner or direct visitors/residents to appropriate people/places for assistance as needed.
- Support and enforce the policies and procedures as outlined in the Student Handbook.
- Assist in the process of opening and closing of the facilities.
- Serve as a positive role model and resource to all residents.
- Promote diversity and social justice by creating respectful and supportive living environments.
- Identify and report maintenance issues to the department.
- Complete administrative paperwork and tasks as needed.
- Other duties as assigned.

JOB QUALIFICATIONS:

- Current minimum 2.500 cumulative and semester GPAs
- Full-time student enrollment status for semester(s) of employment
- Good standing with the University and the Department of Residence Life
- On-campus living at ATU for at least one year
- Attend mandatory Student Staff training on August 1st, 2022 and January 5, 2023 (Subject to Change)
- Staff can move into their Fall space on July 30th-31st

COMPENSATION:

Hourly rates of \$10 per hour. The maximum number of hours you may work a week is 20 hours per week. You are allowed to hold another job, either off-campus or on-campus, while you hold this position. You will be required to complete time sheets to track your weekly hours. These will be submitted monthly and you will be paid monthly.

If you intend on having another on-campus job during the academic year, please note that you are only allowed to work a TOTAL of 28 hours per week campus-wide. International students are allowed to work a TOTAL of 20 hours per week campus-wide.

ROOM AND BOARD:

Room and board expenses are not included in the Student Staff compensation and will be the financial responsibility of the student. There is a special Student Staff housing rate.

The room and board rates may be found online at: <http://www.atu.edu/stuaccts/tuitionfees.php>.

For additional information regarding the Guest Services Assistant position, please contact Residence Life at housing@atu.edu or call at 479-968-0376