

Department of Residence Life

Operations Assistant



ABOUT OUR DEPARTMENT

Residence Life strives to provide our students and guests with a positive experience and connect them to our community. Our department expects our staff to extend the highest level of service and commitment to our students so that each can obtain their academic and future goals.

Operation Assistants (OA) are undergraduate and graduate students trained to assess room conditions after a resident checks out and prior to a new resident to check in. They will assess damages and compare the damages to the room condition prior to resident's arrival. OA's will report any issues with the room by placing a work order through the proper channels. Prior to a resident moving to a new room an OA will confirm that the room is ready to receive a resident.

Team members selected for this role will focus on supporting and engaging residents as they return and depart from campus at the start and end of the fall semester. Potential tasks for this role include: prepping the residential buildings, hanging bulletin boards and door tags, performing room checks, serving at check in site, checking carts in and out, supporting engagement programs, and/or other administrative customer service support.

DATES OF EMPLOYMENT: 8/1/2022 – 5/19/2022

QUALIFICATIONS:

- Full time student (12 credit hours or more) at Arkansas Tech University
- MUST ATTEND TRAINING/ ON BOARDING SESSION AS SCHEDULED BY YOUR SUPERVISOR
- Must have and maintain a minimum 2.5 cumulative GPA
- Must live on campus during employment
- Have a clear judicial record at the time of hiring and maintain this status throughout term of employment
- Knowledgeable and able to articulate University policies, rules, and regulations
- Have a working knowledge of campus and community resources
- Demonstrate excellent public relations and customer service skills

RESPONSIBILITIES:

- Assist supporting building operations making rooms ready for occupancy and escorting vendors
- Tasks may include: general housekeeping, general maintenance, making rooms ready
- May require moving furniture around in room and lifting up to 15lbs.
- Hanging bulletin boards once a month in the halls

- Taking down and putting up door tags when a resident leaves or checks in
- Utilize Starrez database to indicate room readiness on-line checkout, and submitting maintenance requests.
- Enter Data into the Starrez database
- Maintain a professional appearance (no torn clothing, no pajamas, no alcohol/drug paraphernalia clothing, no clothing from other universities, or disheveled appearance).
- Attend all meetings called by the Residence Director.
- Serve as a leader/role model to the residents of your community as you represent Residence Life.
- Be able to report policy violations.
- Perform other duties as assigned.

SELECTION CRITERIA:

- **Ability** in communication, leadership, teamwork, creativity and academic achievement.
- **Accountability** that demonstrates an ability to take ownership of actions and lack thereof taken in the performance of duties and tasks assigned by Housing and Residence Life staff
- **Administrative Skills** for the completion of paperwork and related details associated with Residence Life/Housing
- **Attitude** that conveys a positive and respectful regard towards Residence Life and Arkansas Tech University and works cooperatively towards building a positive community and experience for residents and guests
- **Critical Thinking Skills** that show an individual's ability to mentally walk through processes and make rational decisions based on available or provided information.
- **Interest** in personal growth and enthusiasm for working various campus and community constituents.
- **Willingness** to assume responsibility in the development of an effective living and learning environment.

APPOINTMENT:

Operations Assistants appointments are made on a semester-by-semester basis. Reappointment is not automatic for the succeeding semester but will be made on an evaluation of previous performance. Based on justifiable reasons such as violation of policy, expectations, insubordination, etc., a Operation Assistant's position may be terminated.

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.