

### Mission

The Department of Housing and Residential Education (DHRE) works to create an inclusive on-campus housing environment that promotes personal development, citizenship, involvement, and leadership. DHRE consists of educators, full-time professional staff, and para-professional student staff who through exemplary facilities management, organizational effectiveness, student-centered learning, and assessment initiatives, strive for student success, self-awareness, and satisfaction.

### Philosophy

*Community Immersion* is the philosophy that each student's journey at Carolina is unique. It is therefore important that our staff's focus with residents is more one-on-one, connecting students with their community, with the campus, and with opportunities that expose them to all that is available at Carolina. It is the way in which we directly engage residents, sharing in their successes and assisting with their concerns and challenges. In short, it is mentorship. This, in turn, leads to greater student success.

### Office Assistant Position

Office Assistants (OAs) work to create an inclusive on-campus housing environment that promotes personal development, citizenship, involvement, and leadership through the practice of *Community Immersion*. OAs serve as a resource for students in their community and as a role model at UNC Chapel Hill. OAs are assigned to traditional residence halls, suite style complexes, or apartment buildings and are supervised by the Community Director (CD) and the Community Manager (CM).

Hours of work vary based on the need of the department and community (ex: Halloween, popular sporting events, inclement weather, training, opening, closing, staff selection, unforeseen circumstances, etc.) and includes some evenings and weekends. After providing a schedule of availability, a supervisor will determine the specific work schedule. All leave time must be approved by their supervisor. OAs are required to attend all training activities while employed. OAs are expected to work all residence hall openings and closings, including Fall semester, Thanksgiving Break, Winter Semester, Spring Break and Spring Semester/Commencement closing.

This job description is meant to provide an outline of critical job functions of the OA position and is not an all-inclusive list. Through the course of the year there will be times where staff will be called to service based on the needs of the community that may not be outlined in a job description. OAs agree to abide by the standards and meet the expectations set by this document, the Letter of Appointment, the Student Staff Ethical Principles, the Community Living Standards, expectations reviewed by their supervisor during trainings, University Policies, as well as State and Federal Laws.

### Critical Functions

- Administration
  - Prepare and participate in all meetings and trainings (ex: OA meetings, training, 1:1 meetings with CM and/or CD, etc.)
  - Demonstrate proficiency and understanding of office procedures
  - Demonstrate proficiency, understanding, and appropriate use of the keys system (ex: ethics, security, inventory, key cards, audits, check in/out procedures, etc.)
  - Demonstrate proficiency, understanding, and use of DHRE systems such as StarRez and FixMyRoom
  - Demonstrate proficiency of mail distribution and handling of misdirected mail
  - Demonstrate responsibility and professionalism when carrying out duties (ex: locking key box, closing office and posting signs when office is closed)
  - Demonstrate proficiency and responsibility when checking in/out enhancement items to residents
  - Time management (ex: attendance/timeliness for meetings, trainings, desk shifts, etc.)
  - Report and respond immediately to facility and safety/security needs when necessary
  - Task/Project Management
  - Proficient use, and maintenance of relevant office equipment (i.e. copier, phone, computer)
  - Complete necessary inventories (ex: no show report, keys, enhancements, opening and closing inventories, etc.)
  - Maintain and reads office log
  - Turn in paperwork by the given deadline
- Communication
  - Excel in verbal and written communication
  - Demonstrate appropriate use of technology (i.e. social networking, texting)
  - Educate residents on facility and enhancement policies and procedures

- Departmental Initiatives & Vision
  - Demonstrate a commitment to diversity
  - Serve as a positive role model for residents and fellow staff members.
  - Display a positive attitude about the OA position, the Department of Housing & Residential Education and the university
  - Maintain security and ethical use of all passwords, codes, and student information
  - Preserve the confidentiality of personal information about students and staff obtained in the course of employment. (ex: rosters, key cards, student photos and information in StarRez, etc.)
  
- Desk Duties & Customer Service
  - Schedule appointments and accurate use of calendars
  - Maintain approachability to residents
  - Demonstrate initiative (ex: self-starter, actively look for solutions)
  - Maintain and facilitate positive relationships with RAs, OAs, LT, residents, and Housing Support
  - Maintain a positive and team oriented attitude towards the community, staff, and department
  - Clean and organize office during shift to maintain a professional office area
  - Treat students and staff with courtesy and respect
  - Answer telephone appropriately
  - Follow up on items that are returned late to desk (i.e. keys, enhancements)
  - Service CCI Printer as needed
  - Respond to all questions, inquiries, and comments efficiently and effectively
  - Make appropriate referrals
  - Serve as a Mandated Reporter during work hours (obligated to report all violations of the Community Living Standards, State and Federal law, as well as cases of sexual misconduct, sexual assault, and sexual harassment to supervisor)

#### Qualifications

Students employed by Housing and Residential Education must be enrolled as full-time students, will not be employed on a permanent full-time basis, and will not occupy a classified position. Student staff is “at will” and not eligible for layoff priority employment or severance pay and may be terminated at any time without additional compensation. A lapse in student status occurs during breaks (winter and summer) when an employee is not enrolled in courses. A lapse resulting from course scheduling does not affect employment eligibility, though it will subject the employee to FICA tax deductions. State policy requires temporary staff employees to be at least 18 years of age, and State law requires the University to have these individuals indicate their compliance with the Federal Military Selective Service Act.

All employees must maintain good financial, disciplinary, and academic standings with the University.

All employees must maintain a cumulative GPA of 2.00 or higher at the time of appointment and throughout employment and be in good disciplinary standings with DHRE. Good disciplinary standing with DHRE means having neither an active sanction of judicial probation or higher with the DHRE.

Each OA should strive to maintain a balance not only with the role but with their personal and academic lives. OAs are encouraged to take part in their own development to ensure they are getting the most from the experience. OAs can work up to 25 hours per week and should not exceed 30 hours per week at any time. These work hours include any employment outside of the department within the University.

#### Compensation

The Department of Housing and Residential Education provides Office Assistants (OAs) a compensation package that includes:

- An hourly wage of \$7.25 an hour paid on a biweekly schedule based on the number of hours worked captured in the Time Information Management (TIM) system. TIM training should be completed at the beginning of employment and hours worked should be recorded in the system each work day.

\* The department of Housing and Residential Education encourages applicants and employees to consider if this compensation package will affect their financial aid package. Please contact Scholarships and Student Aid, 962-4170 for information on eligibility for aid and employment.