



Department of Residence Life

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STUDENT OFFICE ASSISTANT – RESIDENCE LIFE CENTRAL OFFICE POSITION DESCRIPTION AND EXPECTATIONS

The Student Office Assistant (SOA) position is an integral member of the Department of Residence Life team, serving as first point of contact and representative of the department and Loyola University Chicago. The SOA serves as a service provider and resource for current residential students, families, visitors and persons outside of the University community. As members of the residence life staff, Student Office Assistants work collaboratively with other staff members to ensure effective and efficient delivery of services and information. Together, Student Office Assistants and other residence life staff provide services that support the mission, vision and values of the Department of Residence Life. With the goal of creating transformative living environments in the residence halls, Student Office Assistants are responsible for assisting with day-to-day administrative and customer service responsibilities. The Student Office Assistant is a student staff member of the Department of Residence Life and reports directly to a professional staff member.

Minimum Qualifications

SOAs must:

- Must have a 2.0 cumulative GPA at the time of application and maintain a 2.0 cumulative and semester GPA for the duration of their employment.
- Must be full-time registered students (undergraduates must enroll in no more than 21 and no less than 12 credit hours per semester; graduates must enroll in 9 credit hours per semester).
- Must be and remain in good standing with the Department and University.
- Are not required to have Federal Work Study, but candidates with this funding eligibility are preferred.

Time Commitment

The SOA will:

- Be scheduled for no less than 5 and no more than 19.5 hours per week during the academic year. These hours will be scheduled between 8:30 am and 5:00 pm when the departmental office is open for business.
- Attend and actively participate in any mandatory staff meetings and training sessions as scheduled.
- Assist with office coverage during Fall, Thanksgiving, Winter, Spring, and/or Easter Breaks. Shifts for these breaks will be determined among the staff. No vacation/travel plans should be made until office coverage has been assigned.
- Request and obtain approval from a supervisor prior to any shift changes or absences.

Compensation

SOAs are:

- Compensated with \$15.80 per hour for each hour worked, paid bi-weekly via direct deposit.
- Responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.

General Expectations

The SOA:

- Serves as a resource for residents, families and other campus community members and should be familiar with the services and opportunities provided by Residence Life, the Division of Student Development, and other university departments and offices.
- Will be knowledgeable of and able to communicate departmental procedures and policies to residents.
- Is expected to support the vision, mission, values, philosophies, and goals of the Department of Residence Life.
- Will help to create and maintain a friendly, respectful, and inclusive atmosphere in the departmental office.
- Will be expected to arrive on time for all scheduled shifts and communicate any necessary absences in a timely manner.

Role Modeling and Leadership Expectations

The SOA is:

- Responsible for abiding by and upholding all residence hall and university policies.
- Expected to serve as a positive role model for all students. This includes but is not limited to modeling appropriate and mature behavior on and off campus as well as via digital and social media.
- Expected to fulfill all expectations as described and provided in training sessions, the manual, and through direct supervision.

Administrative Responsibilities

The SOA:

- Is responsible for answering the departmental phone line, receiving and disseminating fliers and other information, and assisting with general office tasks.
- Will serve as first-line of communication with residents, families, and visitors, in person, via phone, and through email communication.
- Will provide clerical support for office staff by maintaining files, creating documents, assisting with data entry, making phone calls, etc.
- Is expected to be familiar with and utilize departmental databases/systems to answer questions and assist residents.
- Will complete special projects as assigned by Residence Life staff.

Customer Service Responsibilities

The SOA will:

- Maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
- Provide excellent customer service to students and parents by phone, email and in-person regarding any housing and residence life questions, concerns, and requests.
- Uphold and maintain confidentiality with sensitive student information.
- Maintain a high level of professionalism in communication with residents, staff and guests.
- Become familiar with the different offices and services available to students at the University in order to make appropriate referrals to residents and visitors.