

Position Title	Assistant Coordinator – Administrative Operations
Job Title	Student Office Lead Worker
Appointment Type	Student Staff
Job Location	UHDS Assignments and Room Management Office
Department	University Housing & Dining Services
Position Summary	<p>The UHDS Central Office is where the higher administrative staff for the department is located, and student employees are often the first point of contact for customers. Student employees in the UHDS Central Office are looked upon to set the standard of professionalism as employees. This position requires good judgment, motivation, self-starting abilities, energy, commitment, caring, self-discipline, knowledge of campus resources, sensitivity to racial and cultural diversity, and common sense. Overall job effectiveness is tied to the ability to establish and maintain credibility and good rapport with all residents and fellow staff members, while offering the highest quality of customer service.</p> <p>The Assistant Coordinator - Administrative Operations is expected to affirm and uphold University policies that help create and maintain non-discriminatory campus and living group environments. They must be responsive regarding issues of multiculturalism, sexism, racism, gender, sexual orientation, lifestyle, and disability.</p> <p>As an employee of Oregon State University, the Assistant Coordinator - Administrative Operations is perceived as a representative of the University in their relationships and contacts, both on and off the campus. The Assistant Coordinator - Administrative Operations, therefore, is expected not to engage in activities that jeopardize their credibility as a staff member or activities that make the University legally vulnerable.</p> <p>University & Community: OSU is one of only two American universities to hold the Land-, Sea-, Sun- and Space-Grant designations and is the only Oregon institution recognized for its "very high research activity" (RU/VH) by the Carnegie Foundation for the Advancement of Teaching. OSU is comprised of 11 academic colleges with strengths in natural resources, earth dynamics and sustainability, life sciences, entrepreneurship and the arts and sciences. OSU has facilities and/or programs in every county in the state, including 12 regional experiment stations, 41 county extension offices, a branch campus in Bend, a major marine science center in Newport, and a range of programs and facilities in Portland. OSU is Oregon's largest public research university, conducting more than 60 percent of the research funded throughout</p>

	<p>the state's university system.</p> <p>The university has an institution-wide commitment to diversity, multiculturalism, and community. We actively engage in recruiting and retaining a diverse workforce and student body that includes members of historically underrepresented groups. We strive to build and sustain a welcoming and supportive campus environment. OSU provides outstanding leadership opportunities for people interested in promoting and enhancing both a personal and professional commitment to providing excellent customer service and creating inclusive environments.</p>
<p>Minimum Qualifications</p>	<p>Applicants must maintain current student status with OSU, and maintain a 2.5 GPA. The position requires good judgment, motivation, self-starting abilities, energy, commitment, caring, self-discipline, knowledge of campus resources, sensitivity to racial and cultural diversity and common sense. Overall job effectiveness is tied to the ability to establish and maintain credibility and good rapport with all residents and fellow staff members, while offering the highest quality of customer service.</p>
<p>Position Duties</p>	<p>I. Customer Service</p> <ul style="list-style-type: none"> a. Maintains positive customer service relationships through the Central Office, setting culture of P.R.I.D.E. in customer service within the Service Center, emphasizing: <ul style="list-style-type: none"> Presentation: <i>Send a message of pride in your presentation</i> Responsiveness: <i>See interruptions as meaningful interactions</i> Individualized Attention: <i>Create an opportunity for a future interaction</i> Developed Systems: <i>Perform promised service dependably and accurately</i> Execute our Mission: <i>Ensure we provide the #1 choice for housing and dining</i> b. Models outstanding customer service and communication skills. c. Takes initiative to solve problems, improve processes, and serve as a resource for Customer Service Representatives and other staff. d. Maintains positive customer service relationships through all Service Center Offices. e. Acts as a resource person and referral agent for campus services and programs. f. Answers telephone questions and forwards phone calls to the appropriate person or office as a backup for the Central Office Customer Service Representatives. g. Respond to email messages through the SVC, AdminOPS email account in a timely manner. h. Provides information and materials in reference to city and campus resources and sights (maps, bus schedules, etc.). <p>II. Duties</p> <ul style="list-style-type: none"> a. Collaborates with Administrative Operations Coordinator and Student Assistant Coordinators to facilitate all room changes, work orders, and key audit paperwork.

- b. Serve as a liaison between the Service Centers and the Administrative Operations Coordinator.
- c. Send information for student billing to the Administrative Operations Coordinator.
- d. Merge and prepare letters for students who are not registered for classes or on Academic Suspension.
- e. Oversee that all room changes on campus are done in a timely manner.
- f. Facilitate the process of room status change forms for residents to sign. Audit room change database.
- g. Make sure that all room changes have been completed correctly and return necessary paper work to the Administrative Operations Coordinator.
- h. Oversee that temporary key checkouts and room re-key information are put into the proper database in a timely manner.
- i. Oversee that key audits are done and that all keys are accounted for campus wide.
- j. Complete room key audits to verify resident occupancy.
- k. Complete weekly TMA reports with all open work orders for each building. Submit to Assistant Director, Administrative Operations Coordinator, and the Service Operations Manager.
- l. Assist at the UHDS front desk as needed.
- m. Work closely with the Service Center Assistant Coordinators to develop processes and procedures.
- n. Assists Administrative Operations Coordinator in preparing training for Resident Directors and RA's.
- o. Maintain student files.
- p. Work collaboratively with the Assistant Coordinator – Assignment Operations.

III. Security

- a. Reports solicitors and other unauthorized persons in complex.
- b. Assists/reports persons regarding harassment issues.
- c. Reports emergencies and accidents to appropriate departments.
- d. Reports lost keys due to security risk.
- e. Assists all Law Enforcement Agencies when necessary and within OSU policy and procedure.
- f. Maintains the confidentiality of records as stipulated in FERPA (Family Educational Rights and Privacy Act).

IV. Support Service Operations Manager

- a. Provides staff support to the Service Operations Manager and Administrative Operations Coordinator by assisting in the development of policies and procedures related to the complex office operation.
- b. Conducts training in UHDS policies and procedures to Customer Service Representatives.

V. Staff Relations and Staff Development

- a. Attends pre-opening training program sessions.
- b. Attends training programs and In-Services conducted throughout the academic year.
- c. Develops positive working relationships with co-workers, Service Operations Manager, Administrative Operations Coordinator, Resident Directors, and other Residential Life, Housing Services

Position Duties (cont.)

	<p>and UHDS staff.</p> <ul style="list-style-type: none"> d. Treats all staff members, other department staff, and customers with courtesy, respect and consideration. e. Functions as a team player in the office environment. <p>VI. Administrative Duties</p> <ul style="list-style-type: none"> a. Is thoroughly familiar with the Service Center policies, as described in the Office Manual, as well as the University Housing and Dining annual student contract and Student Policy Guide. b. Is knowledgeable about University and Department organizational structure to the extent that residents' questions can be readily answered or referred to appropriate personnel. c. Is knowledgeable about the principles of community and citizenship in the residence halls. d. Conducts himself/herself in a friendly, helpful, businesslike manner and treats those seeking assistance with courtesy, respect and consideration at all times. <p>VII. Projects</p> <ul style="list-style-type: none"> a. Assists completion of projects assigned by the Administrative Operations Coordinator. b. Modifies Orchard Court apartment information as new information becomes available. c. Updates "Your Buildings" binder for new Resident Directors. d. Prepares Residential Life Staff Directory, complete with pictures and staff information for the Director of Residential Life. e. Maintains information on ADA accessible rooms.
Internal or External Search	External - open to all qualified student applicants
Special Instructions to Applicants	<p>Finalists for this position may be required to complete a criminal history questionnaire. Offers of employment will be contingent upon a satisfactory criminal history check.</p> <p>OSU is an AA/EOE.</p>
Revision Date	10/4/2007