

# Oregon State UNIVERSITY | University Housing & Dining Services

Position Title	Assistant Coordinator – Assignment 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 – Assignment Operations is expected to affirm and uphold University policies that help create and maintain non-discriminatory campus and living group environments. The Assistant Coordinator – Assignment Operations 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 – Assignment Operations is perceived as a representative of the University in their relationships and contacts, both on and off the campus. The Assistant Coordinator – Assignment Operations, therefore, is expected not to engage in activities that jeopardize their credibility as staff members or activities that make the University legally vulnerable.</p> <p>University &amp; 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,</p>

	<p>conducting more than 60 percent of the research funded throughout 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>
Minimum Qualifications	<p>Applicants must maintain current student status with OSU, and maintain a 2.5 GPA. These positions require 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>
Position Duties	<p><b>I. Customer Service</b></p> <ul style="list-style-type: none"> <li>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"> <li><b>Presentation:</b> <i>Send a message of pride in your presentation</i></li> <li><b>Responsiveness:</b> <i>See interruptions as meaningful interactions</i></li> <li><b>Individualized Attention:</b> <i>Create an opportunity for a future interaction</i></li> <li><b>Developed Systems:</b> <i>Perform promised service dependably and accurately</i></li> <li><b>Execute our Mission:</b> <i>Ensure we provide the #1 choice for housing and dining</i></li> </ul> </li> <li>b. Maintain positive customer service relationships through the UHDS Central Office.</li> <li>c. Models outstanding customer service and communication skills.</li> <li>d. Takes initiative to solve problems, improve processes, and serve as a resource for Customer Service Representatives and other staff.</li> <li>e. Resolve or refer concerns and complaints in reference to room assignments and placements as well as general questions regarding other UHDS units including: Residential Education, Housing Services, Residential Maintenance and Facilities, Financial and Business Services, Marketing and Communication, and Dining Services.</li> <li>f. Act as a resource guide and referral agent for campus services and programs.</li> <li>g. Answers telephone questions and forwards phone calls to the appropriate person or office as a backup for the Central Office Customer Service Representatives.</li> <li>h. Respond to email messages through the UHDS Assignment Operations email account in a timely manner.</li> </ul>

- i. Contact prospective students (predominantly through recruitment phone calls) about the variety of options on-campus housing provides.
- j. Provides information and materials in reference to city and campus resources and sights (maps, bus schedules, etc.).

## **II. Duties**

- a. Process assignment changes as directed by the Assignments & Systems Manager.
- b. Maintain and manage the summer assignment change request waitlist.
- c. Utilize the RMS information system to process new applications for housing daily as a backup to the Central Office Customer Service Representatives.
- d. Assist walk-ins, phone calls, and emails regarding the application process/timeline.
- e. Support check-in/out of residence halls.
- f. Perform benchmarking tasks as directed by the Assignments & Systems Manager.
- g. Maintain student files.
- h. Work collaboratively with the Assistant Coordinator – Administrative Operations.

## **III. Security**

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

## **IV. Staff Support for Supervisor and other UHDS Administrative Staff**

- a. Assists the Assignments & Systems Manager with a variety of application and assignment related tasks.
- b. Provides staff support to the Assignments & Systems Manager by assisting in the development of policies and procedures related to assignments operations.
- c. Explains policies and procedures of UHDS to current and prospective students as well as other vested constituents.
- d. Assists other UHDS Central Office staff with projects as approved through the Assignments & Systems Manager.

## **V. Staff Relations and Staff Development**

- a. Participates in In-Service trainings as scheduled by the Assignments & Systems Manager during the academic year.
- b. Communicates with Residential Education staff when issues and needs raised by residents and parents arise.
- c. Attends pre-opening training program sessions when applicable.
- d. Develops positive working relationships with the Assistant Director for Housing Services, Administrative Operations Coordinator, Service Center Customer Service Representatives, Residence Hall Directors, and co-workers.

	<ul style="list-style-type: none"> <li>e. Treats all staff members, other department staff, and customers with courtesy, respect and consideration.</li> <li>f. Functions as a team player in the office environment.</li> </ul> <p><b>VI. Administrative Duties</b></p> <ul style="list-style-type: none"> <li>a. Is thoroughly familiar with the office policies, as described in the Office manual, the UHDS annual student contract, and the <i>Student Policy and Information Guide</i> as well as the University's "Student Conduct Regulations" guide.</li> <li>b. Is knowledgeable about University and Department organizational structure to the extent that residents' questions can be readily answered or referred to appropriate personnel.</li> <li>c. Is knowledgeable about the principles of community and citizenship in the residence halls and cooperative houses.</li> <li>d. Conducts himself/herself in a friendly, helpful, businesslike manner and treats those seeking assistance with courtesy, respect and consideration at all times.</li> </ul>
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