Housing Office Assistant Position Description

General Function and Scope of Responsibility
The Housing Office Assistant is an integral member and representative of the Department of Housing and Residential Programs, and is often the first contact for residents, visitors, and persons outside of the MU community. The Housing Office Assistant will provide customer service to residents and complete administrative duties. Due to the dynamic environment of the office, the Office Assistant must demonstrate professionalism and customer service at all times. Housing and Residential Programs is seeking individuals with effective leadership abilities including: dependability, motivation, initiative, integrity, organization, discretion, and strong interpersonal and communication skills.

Qualifications
• Must be a full-time student at Millersville University and be progressing toward graduation
• Must demonstrate a commitment to following the procedures and guidelines of the University and Residence Halls
• Must maintain a cumulative GPA of 2.3, and commit to academic success
• Must demonstrate basic clerical and customer service skills
• Must be flexible to work during university breaks (i.e. fall, spring, and/or semester breaks)
• Must possess excellent organizational and communication skills (including English basics – spelling, grammar, punctuation and proper word usage), a willingness to accept responsibility, ability to work within a team, and an attention to detail.
• Please be aware, Office Assistants are required to complete Act 34, Act 114 and Act 151 background checks.

Responsibilities
• Provide customer service for residents, staff, and visitors
• Retrieve voice mail message and return calls as necessary
• Perform administrative duties, related to the position or as assigned by other housing professional staff.
• Possess strong ethics.
• Maintain confidentiality (you may be privileged to parental and student personal information)
• Distribute mail to housing staff
• Distribute posters/fliers to GA’s for their halls
• Work cooperatively with Housing and Residential Programs staff and other campus departments including Human Resources, Purchasing, Bursar’s Office, Payroll, Registrar and Student Affairs)
• Must attend any training workshops
• Obtain knowledge of Housing & Residential Programs procedures and policies by participating in weekly meetings with the Housing Coordinator and the Secretary.
• Maintain accurate records as it relates to time worked (timecards) and report to the Housing timekeeper by 2:00 on Thursdays of payroll week.
**Conduct/Discipline**
- Act as a positive role model for residents
- Understand and abide by the policies and procedures in the Student Code of Conduct and Residence Life policies.
- Adhere to all provisions of the University Student Code of Conduct and Housing and Residential Programs Policies outlined in the Living on Campus handbook. If a Housing Office Assistant is charged with any violation of the Code and/or Policies, or with a criminal offense, he/she may be suspended while the charges are pending. If as the Housing Office Assistant is found responsible for any offense, he/she could be terminated from the position.
- The Office Assistant position is subject to discipline or termination for failure in assigned duties or for conduct inappropriate to this position.

**Compensation**
Housing Office Assistant will be paid $7.25/hour