University Housing & Residence Life Student Office Assistant Job Description

Job Title: Student Office Assistant
Pay: $9.25/hr 12-15 Hours per week

Essential Duties
The individual in this position assists in staffing the University Housing and Residence Life Student Services Office (UHRL) Front Desk and the Montgomery Services Desk, conveying factual information to students, parents and staff, and performing other clerical duties as assigned. This position reports directly to the Housing Services Coordinator.

Duties include:
- Answering telephones, redirecting calls, distributing and explaining housing contract materials to current and prospective students, and assisting in maintaining a successful office operation. These telephone calls and office visits may often involve intense conversations with concerned and/or upset students/parents.
- Performing basic filing, data entry, mail processing and word processing duties, communicating with residents via email.
- Leading daily housing tours.
- Using a computer program/database to track residents and provide information.
- Performing other related duties as assigned by full-time University Housing Office staff.

Required Skills and Experience
A successful applicant will possess the following skills and experience:

- Must have proven customer service experience.
- Must have excellent communication skills.
- Must possess a strong attention to detail.
- Must have the ability to respond to multiple requests in a fast paced environment.
- Must be able to work efficiently and positively in a high stress work environment.
- Must have basic computer skills including using Microsoft Word and Excel.
- Must have strong verbal and written English skills.
- Must have the ability to pass a criminal background check.
- Requires current registration as a PSU student, in good academic standing.
- Portland State University Housing resident preferred.
- Federal work-study student preferred, but not required.

Preferred Skills and Experience
A successful applicant will possess the following skills and experience:

- Must be enthusiastic with a high-level of energy and positivity.
• Must have excellent phone skills, including the ability to respond to angry or emotional callers.
• Must have excellent customer service skills.
• Must have the ability to respond to multiple requests in a fast paced environment.
• Must have basic computer skills including using Microsoft Word and Microsoft Excel.
• Requires current registration as a student at Portland State University.
• Must have strong verbal and written English skills.
• Must have the ability to pass a criminal background check.

Required for Position

• Must be available to work Spring and Summer Term 2015
• Commit to the 2015-2016 Academic Year as a Student Office Assistant.

Working Conditions
Working schedule is between 10 and 20 hours per week during most weeks of the school terms, depending on availability. Mid-day availability is preferred. Employees may not work during scheduled class times. Employees must be registered for a minimum of 6 credits per term, excluding Summer term. During the summer term a schedule of approximately 30 hours will be requested. General office hours are 8:50am to 5:00pm, Monday through Friday. Occasional weekend and evening hours are required. This position can be stressful during busy times such as the beginning of school terms. The months between November and March are project focused and therefore requires employee to be self-motivated while working alone or with less supervision. This position requires that employees maintain a minimum cumulative grade point average of 2.0 while working in the UHRL Student Services Office.