UHRL Montgomery Services Desk Staff Job Description

Job Title: Resident Services Desk Assistant
Pay: $9.25/hr

Essential Duties
The individual in this position assists in staffing the University Housing Resident Services Desk, a satellite office of the University Housing Office, by conveying factual information to students, parents and staff, serving University Housing residents and performing other clerical duties as assigned. The Services Desk is open from 9am-midnight, 7 days a week. This position reports directly to the Resident Director of Resident Services and Turnover Specialist.

Duties include:
1. Answering telephone, redirecting calls, explaining University Housing policies and procedures to current and prospective students, and assisting in maintaining a successful desk operation while maintaining high levels of customer service.
2. Performing basic filing, data entry, package processing and word processing duties, communicating with residents via email. Responding to resident needs quickly and efficiently.
3. Performing high security operations involving keys, with a strong attention to detail.
4. Using a computer program/database to track residents and provide information.
5. Performing other related duties as assigned by University Housing or Residence Life Professional 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.
Working Conditions
Applicants must be available to work at 2-5 hours shifts between 10-20 hours per week. Employees may not work during scheduled class times. Employees must be registered for a minimum of 6 credits per term, excluding Summer term. This position requires that employees maintain a minimum cumulative grade point average of 2.00 while working for the University Housing Office. This position may involve the lifting of heavy packages up to 50 pounds in weight.

Student Employment Requirements
For this handbook, the term “student employee” refers to students who are working for PSU in a position that requires student status and are paid wages through the University. Student employees may perform work on or off-campus. PSU is the single employer of record for student employees even if the student provides services to more than one department. The student status requirements, which a supervisor is responsible monitoring, are outlined below.

Academic Credit Requirements
To be eligible for student employment, undergraduate students must be enrolled in a minimum of 6 credit hours per term. Graduate students must be enrolled in 5 credit hours per term. In addition to credit load, students employed by University Housing and Residence Life must be degree-seeking.

Exceptions to Minimum Credit Requirements: If a student is in the final term before graduation and needs fewer credits to graduate than the minimum number required to work on campus (for example, if a student is taking a “thesis” term), or if a student has a medical leave as determined by the Office of Registration & Records, the student does not need to meet the credit requirement. Appeals should be made to the Vice President for Enrollment Management and Student Affairs or designee. This exception does not apply to students who are awarded Federal Work Study.

Academic Probation or Academic Warning: Students on Academic Probation or Academic Warning do not meet the academic requirements (above 2.0) to continue employment with Housing and Residence Life.

Term Off: Student employees may work while not enrolled for a maximum of one term per calendar year. This is commonly referred to as a “grace term” or “term off.” This is typically taken during the summer term; however the student’s first term working for the University cannot be the student’s term off. Back-to-back terms off are not allowed. Students should inform their supervisor in writing in advance of their planned “term off.” Federal Work Study Program student employees must get permission from the Director of Financial Aid or designee to take a term off other than Summer term.

Academic Withdrawal: If a student employee withdraws from the University, the student’s employment as a “student employee” must end by the close of the pay period during which the student withdrew. Supervisors should make clear to student employees that it is the student’s responsibility to communicate changes in enrollment status to their supervisors. If the student drops all classes and continues working, the position must be changed to a temporary appointment. For more information on these options, contact Human Resources.
**Graduation:** Graduating student employees may continue working in a student appointment through the end of the pay period (15th) in which graduation falls, but not beyond. Graduating students pre-registered or admitted for classes in the Oregon University System (e.g., graduate school) may remain a student employee during the intervening term. Rules for international students may be different and the Office of International Affairs should be contacted with any questions.

**Employment-At-Will**

“Student employees” at PSU are “at-will” employees. This means that either the student employee or the University may terminate the employment relationship without notice, at any time, and for any reason not prohibited by law. A supervisor of a student employee may not change the “at-will” nature of the employment relationship.

Adapted from the PSU Handbook for Supervisors of Student Employees