

## Office and Mailroom Assistant (Office Assistant)

University of Wisconsin-Green Bay  
Office of Residence Life

### Position Summary Statement

The Office and Mailroom Assistant (Office Assistant) serves Residence Life and the approximately 2000 students it serves by providing support to the front desk and mailroom operations which serve students, parents, summer guests, vendors, and visitors to the University. Additional duties include: serving as an office receptionist and mailroom assistant; responding to questions; assisting students with door access issues; making referrals; data entry; clerical tasks such as filing, scheduling appointments and room reservations; operating standard office equipment. Makes recommendations to and reports to the University Services Associate 2.

### Essential Job Functions

#### Front desk services

1. Provide telephone and front desk reception services which includes providing assistance to and answering questions from students, parents, summer guests, vendors, and guests.
2. Assist students and guests with lock access issues and resolution of problems. Encode campus ID cards, check out loaner cards, and issue temporary let-in codes to students when needed.
3. Check in students using the RMS system.
4. Assist students with applying for housing online, on-line check-out, and submitting maintenance requests.
5. Check out equipment, keys, and access cards.
6. Complete maintenance requests received by students and staff using RMS.
7. Refer student concerns or issues to daytime desk manager or duty staff
8. Reserve meeting, lounge, and outdoor spaces.
9. Sort and distribute incoming mail and prepare outgoing mail.
10. Issue daily, weekly and visitor parking permits.

#### Mailroom Services

1. Sort, distribute, forward, and prepare outgoing mail.
2. Maintain a log of incoming and outgoing packages, Distribute packages to students.
3. Use RMS to access student address information.
4. Provide clerical support to the mailroom and Residence Life business operations.
5. Serve as a back-up to the Community Center reception desk.
6. Assist with other duties as assigned.

#### Administrative Support

1. Enter data into the Residential Management System (RMS), spreadsheets, and databases.
2. Process student housing applications and maintenance requests using RMS Workflow.
3. Assist in preparation of student mailings including housing contracts, assignment letters, and correspondence.
4. Complete opening and closing and daily duties checklists.
5. Respond to student, guest, and parent emails.
6. Distribute posters and letters to resident assistant mail boxes daily.
7. Maintain calendars and make appointments for staff.
8. Distribute posters and letters to resident assistant mail boxes daily.
9. File housing contracts and other documents.
10. Assist with other duties as assigned.

#### Emergency Response

1. Assist in implementation of emergency procedures and crisis response. Respond to policy or living community concerns by contacting on-duty staff, Public Safety, and/or Resident Assistants, Community Advisors, or Area Coordinators.
2. Document incidents using the RMS Incidents or Judicial module reports.

### Knowledge, Skills, Abilities, Requirements, and Physical Demands

1. Strong interpersonal communication and customer service skills.
2. Ability to work independently with attention to detail, organizational skills, and commitment to working as a team.
3. The ability to maintain confidentiality, solve problems, exercise sound judgment, and make referrals.
4. Competency with Microsoft Windows software including Outlook, Word & Excel.

5. Availability, 12-15 hours per week during regular business hours including rotating evenings and weekends, holidays, and break periods
6. Return to campus in the fall and spring semester one week prior to the start of classes.
7. Maintain full-time student status with a minimum of 2.0 GPA, semester and cumulative.
8. Satisfactory criminal background check is required.
9. Ability to lift and carry up to 50 pounds, long periods of standing, and walking stairs.

<b>Compensation</b>
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This position offers a competitive hourly wage of \$8.00 per hour