

Summer Business Services Assistant

Position Description

Office of Residence Life

UW-Green Bay



Position Summary Statement:

The Business Services Assistant (BSA) serves on a staff of five supervised by University Services Program Associate for Resident Services to provide support to the front desk and mailroom operations which serve students, parents, summer guests, vendors, and visitors to the University.

This responsibility includes providing support to the camp and conference housing operation including but not limited to: serving as an office receptionist and mailroom assistant; responding to questions; assisting students and guests with door access issues; making referrals; data entry; clerical tasks such as filing, scheduling appointments and room reservations; and operating standard office equipment.

Dates of Employment:

This part time position offers the opportunity for employment 25 hours to 40 hours per week from May 11, 2018 to September 3, 2018.

Resident Services Responsibilities:

1. Provide telephone and reception services, which includes providing assistance to, and answering questions from students, parents, summer guests, vendors, and guests.
2. Assist students and guests with door access and resolution of problems. Encode campus ID cards, check out access cards, and issue emergency unlock codes to students and guests when needed.
3. Check-in students and guests using the Residential Management 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. Enter maintenance requests received by students, guests, and staff using RMS.
7. Refer student concerns or issues to University Services Program Associate or evening/ weekend duty staff.
8. Reserve meeting, lounge, and outdoor spaces.
9. Sort and distribute incoming staff mail and prepare outgoing mail.
10. Sort, distribute, forward, and prepare outgoing mail.
11. Maintain a log of incoming and outgoing packages, Distribute packages to students.
12. Assist in preparation of student mailings including housing contracts, assignment letters, and correspondence.
13. Complete daily opening and closing checklists.
14. Provide clerical support to the mailroom and Residence Life business operations.

Summer Conference Responsibilities:

1. Assist with providing housing services for camp/conference guests, summer students, and adult guests.
2. Be on-site for check-ins to manage and resolve guest concerns or problems.
3. Assist summer counselor staff by referring issues and concerns in housing, dining areas, and on University grounds to the appropriate area.
4. Use all appropriate tools, programs, and office equipment necessary to complete assigned tasks – remembering to document steps, as necessary.
5. Assist with summer conference operations, including guest assignment coordination and preparation for groups including FOCUS, Snowbirds, and student interns.
6. Other duties related to guest services, projects, programs, and other business initiatives as assigned.

Duty Responsibilities:

1. Remain within the student housing area of campus during on-duty hours including the Community Center or residential buildings.
2. Respond and perform repairs to facilities issues after hours, including: smoke detector battery replacement, light bulb replacement, custodial cleanup in common areas, unclogging of toilets, & repair of electronic door lock equipment.
3. Implement safe and appropriate behavior at the worksite to prevent accidents or damage to equipment. If an accident does occur, it must be reported to your supervisor or the Area Coordinator on duty.
4. Communicate effectively with front desk assistants to maintain accurate records of after-hours facilities incidents and repairs.
5. Assist with other duties as assigned.

Miscellaneous Responsibilities:

1. Attend required meetings as scheduled. Staff meetings will be held weekly.
2. Attendance at all training sessions is mandatory.
3. Consider the Business Services Position as primary employment.
4. Meet with supervisor on a regular basis to discuss work performance, progress on any assigned projects, and upcoming deadlines.
5. Act as a positive representative of the Office of Residence Life and the University.
6. Understand, abide by, and enforce all University and Residence Life policies and procedures.
7. Assist with other duties as assigned.

Qualifications:

1. Individual should have a working knowledge of Residence Life operations and facilities, prior student housing experience, or comparable customer service experience.
2. Excellent interpersonal skills, ability to communicate and collaborate with staff and students.
3. Capacity to be deadline-driven and resourceful in the position.
4. Excellent attention to detail, organizational skills, and ability to meet deadlines.
5. Ability to work independently, with great attention to detail, while maintaining the commitment to working as part of a team.
6. The ability to maintain confidentiality, to exercise sound judgment, to provide recommendations, and to troubleshoot problems in accordance with Residence Life and University Policy and Procedures.
7. Competency with the use of Microsoft Office software, especially Outlook, Word, & Excel.
8. Availability, up to 40 hours per week, with flexibility to work evenings and weekends.
9. While performing the duties of this position the employee must, with or without accommodations for a disability, be able to work in an office setting using standard office equipment, such as photocopier, fax machine, printer and telephone. Must be able to converse in person and over the telephone, and to read printed materials and a computer screen.
10. Must be able to lift up to 40 pounds.
11. Satisfactory criminal background check and completion of all required hiring paperwork is required.

Compensation:

This position offers a competitive salary of \$9.25 per hour and includes an optional 50% summer housing discount during employment (\$700 value). Any employee who leaves the position before the end of the employment term will be financially responsible for remaining housing costs.