Student Mailroom Assistant
Position Description
Office of Residence Life
UW-Green Bay

Position Summary Statement:

The Student Mailroom Assistant serves Residence Life by staffing the student mailroom operation which serves students, parents, summer guests, vendors, and visitors to the University. Additional duties include: responding to questions; making referrals; data entry; operating standard office equipment. Makes recommendations to and reports to the University Services Program Associate.

Mailroom Services Responsibilities:

1. Sort, distribute, forward, and prepare outgoing mail.
2. Utilize the Residential Package and Letter tracking software (RPAL) to maintain an accurate record of incoming and outgoing packages, Distribute packages to students.
3. Process all mail and packages that are delivered during hours of operation.
4. Use Residential Management System (RMS) – Mercury and RPAL software to access student address information.
5. Provide clerical support to the student mailroom and Residence Life business operations.
6. Perform regular audits of RPAL to ensure data integrity with package inventory records.
7. Assist with mass campus box audits, including insertions and deletions, at the beginning of each semester.
8. Assist students with mailbox use and troubleshoot as needed.
9. Assist with other duties as assigned.

Administrative Support Responsibilities:

1. Enter data into the RPAL, RMS – Mercury spreadsheets, and databases.
2. Assist in student correspondence.
3. Complete daily operational checklists.
4. Respond to student, guest, and parent emails and phone calls.
5. Contact appropriate personnel in the event of an emergency.
6. Assist with other duties as assigned.

Miscellaneous Responsibilities:

1. Attend and be an active participant in all student mailroom staff meetings. Provide regular updates, reminders, feedback, and suggestions regarding the student mailroom operation at mailroom staff meetings.
2. Meet with supervisor on a regular basis to discuss work performance, progress on any assigned projects, and upcoming deadlines.
3. Act as a positive representative of the Office of Residence Life and the University.
4. Understand, abide by, and enforce all University and Residence Life policies and procedures.
5. Assist with other duties as assigned.

Qualifications:

1. Strong interpersonal communication and customer service skills.
2. Ability to work independently with high level of 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 Office software including Outlook, Word & Excel.
5. Availability, 10-15 hours per week, during regular business hours, evenings, weekends, and break periods.
6. Attendance at all training sessions is mandatory.
7. Must be able to fill vacant times that work with current employee schedules.
8. Must be able to lift up to 40 pounds and stand for long periods of time.
9. Maintain full-time student status with a minimum of 2.0 GPA, semester and cumulative. Each student staff member will be expected to complete a Staff Grade Inquiry Form during the fall and spring semesters. Student staff members

who drop below the 2.0 minimum standard for semester or cumulative, may be released from their position or placed on Residence Life probation.
10. Must be in good disciplinary standing with the University. Candidates currently on probation through the Dean of Students Office will not be interviewed or hired.
11. Satisfactory criminal background check and completion of all required hiring paperwork is required.

Preferred Qualifications:
1. Background knowledge of the software used in the position including, but not limited to RPAL, RMS-Mercury, etc.
2. Ability to communicate effectively by means of a two-way radio system (as needed) and a telephone.
3. Office or front desk experience.

Compensation:
This position offers a competitive hourly wage of $9.00 per hour.