



## Housing and Residential Education

### Community Service Officers

UW-Green Bay is implementing a non-sworn, part time, student employee Community Service Officers (CSOs) Program. Housing and Residential Education and University Police are creating a partnership to provide a visible presence within the residence halls and apartments. As a result, the CSO Program has been developed.

The role of the CSO is to provide outstanding quality customer service to the students, staff, faculty, and visitors, to observe and report, to serve as a resource to residents and other students, and at times serving as the primary contact person for visitors, students, and most importantly our residents.

Community Service Officers (CSOs) assist with providing services to the campus, its students, Housing and Residential Education and University Police. This position reports to Housing and Residential Education. These duties include but are not limited to the following

#### Position Duties

1. Make rounds through all residential buildings and housing facilities each evening.
2. Provide safe walks to students upon request.
3. Assist with wellness checks in coordination with University Police and Housing and Residential Education staff.
4. Observe and report unsafe conditions or occurrences.
5. Secure doors, windows, and/or gates in residential and academic buildings. Report problems with security of buildings and locks to Housing and Residential Education and/or University Police.
6. Provide traffic control and direction as needed during events or other incidents.
7. Provide event security for University and Housing and Residential Education events.
8. Answer student questions about parking.
10. Assist with alarm monitoring as needed and report information to the appropriate person or office.
11. Attend weekly staff meetings, monthly Resident Assistant staff meetings, and meetings with supervisors.
12. Complete daily field reports and submit to supervisor at the end of each work shift.
13. Take custody of lost property and bring it to the University Union.
14. Provide prevention programming for students in collaboration with Housing and Residential Education and/or University Police.
15. Provide general assistance to University Police and/or Housing and Residential Education upon request.

#### Required Qualifications:

1. Strong interpersonal communication and customer service skills.
2. A respect for, and appreciation of the diversity of the University and housing population.
3. Ability to work independently with high level of attention to detail, organizational skills, maintain confidentiality, exercise sound judgement, and commitment to working as a team.
4. Competency with Microsoft Office software including Outlook, Word & Excel.
5. Availability to attend staff training and other training sessions deemed necessary by Housing and Residential Education staff throughout the employment period, approximately 1 week prior to the start of the fall semester, and three to five days prior to the start of the spring semester.
6. Availability, up to 25 hours per week, during regular business hours, evenings, overnight shifts, weekends, holidays, and break periods on a rotating basis.
7. Ability to attend weekly staff meetings.
8. Undergraduate student status: registered for 12 (not to exceed 17) credit hours per semester. Graduate student status: registered for a 9 (not to exceed 12) credit hours per semester. Have an undergraduate cumulative GPA of 2.5 or a 3.0 (Graduate GPA) at the time of application.
9. Must be in good disciplinary standing with the University.



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10. Satisfactory criminal background check and completion of all required payroll paperwork is required.
11. Ability to communicate effectively by means of a two-way radio system and by telephone.
12. Ability to lift and carry up to 40 pounds, with or without accommodation.

### **Preferred Qualifications:**

1. Background knowledge of software used in the position including, but not limited to Virtual Parking Software, and other information technology software or applications.
2. Experience with providing customer service or related services.

### **Compensation:**

This student employment position offers up to 25 hours per week and a competitive hourly wage of \$13.00 per hour.

### **How to Apply:**

Submit your application online at [www.uwgb.edu/housing](http://www.uwgb.edu/housing)