HOUSING AND RESIDENTIAL LIFE
University of Minnesota

JOB CLASSIFICATION: 2781
WAGE: $ 7.85

TITLE: Office Assistant – Entry Level

ESSENTIAL FUNCTIONS:
Office Assistants report directly to the Administrative Assistants. Responsibilities include: reception tasks/staffing the Residence Hall/Apartment Information Desk, answering questions and directing phone calls in accordance with Housing & Residential Life Policy. Administrative responsibilities include providing office support for the business office, assisting with room changes/checking residents in and out, inventory and check out of equipment and keys. Mail room responsibilities include sorting, distributing and forwarding mail. Tour responsibilities include logging and conducting resident hall tours for prospective students and their parents.

MINIMUM SKILLS/QUALIFICATIONS:
■ High School graduate or equivalent; current University of Minnesota student
■ Excellent written and verbal communication skills
■ Ability to serve and interact with customers in a courteous and tactful manner
■ Capability to handle a multi-task work setting in a multi-cultural environment
■ Ability to maintain confidential information

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

RESPONSIBILITY/ACCOUNTABILITY
■ On time for shift and attempts to provide replacement, if cannot work assigned shift
■ Adheres to Housing & Residential Life policies, procedures and understands staff roles
■ Presents him/herself in a friendly and professional manner
■ Meets agreed upon expectations (e.g. follows dress code, nametag, stay busy, customer service #1, etc.)

INDEPENDENCE/INTERDEPENDENCE
■ Seeks instruction from supervisor when unclear on policies and procedures
■ Exhibits good judgment on when to defer questions, complaints, and issues
■ Communicates clearly and concisely with supervisor and co-workers
■ Participates in team efforts to provide exceptional customer service
■ Offers assistance to co-workers (shift changes, shift coverage, etc)

GOAL ORIENTATION
■ Responds well to goals and training set by supervisors
■ Manages time in order to complete all required and/or assigned tasks
■ Takes responsibility for his/her own learning
SELF-CONFIDENCE/HUMILITY
■ Demonstrates effective communication (written & oral)
■ Appropriately confronts residents/guests and enforces policy
■ Acknowledges when mistakes occur and knows when supervisor should be alerted
■ Displays friendly and helpful attitude with residents/guests and co-workers

RESILIENCE
■ Handles problem situations in an effective manner
■ Ability to cope with frustration and difficult customers gracefully

APPRECIATION OF DIFFERENCES
■ Respects and appreciates the uniqueness in each person
■ Provides equitable service to all people

TOLERANCE OF AMBIGUITY
■ Employs basic problem solving skills, uses good judgment in unpredictable situations