



Student Center Student Employment

Office Assistant – Student Center

Position Description:

This position will complete assigned duties, tasks, and responsibilities to provide assistance and support for the Parkside Student Center administration. In addition this position provides information for customers (phone or walk-in) and event reservation support.

Supervision Received:

Reports to the University Services Program Associate for the Student Center.

Supervision Exercised:

No supervision of others.

Duties:

1. Receive office visitors, handle telephone calls and provide customer service.
2. Check reservation dashboard, process reservation requests, and update as needed using EMS (Event Management System) software
3. Assist with typing, filing, copying and management of resources. May need to run errands within the building and on campus.
4. Complete assigned daily tasks and walk-through of the building.
5. Assist with basic reservation questions and customer needs.
6. Maintain and update Student Center files.
7. Process deposits and statistical information into appropriate electronic files.
8. Prepare weekly invoices using EMS (Event Management System) software.
9. Maintains Student Center student employment files, uniform inventory, birthday notices, recognition program and training information.
10. Training includes but is not limited to: proficient and competent in hazard & bodily fluid clean up procedures, mandatory reporting, general fire and emergency protocol.
11. Perform other duties as assigned.

Qualifications & Requirements:

- ◆ Must have a minimum cumulative grade point average of 2.30 and have 6 non-audit credits.
- ◆ Must be available to work 6-15 hours per week.
- ◆ Possess good customer service and problem solving skills, be able to determine priorities, and be detail-oriented.
- ◆ Generates workload in an efficient/timely manner.
- ◆ Adhere to Student Employee Handbook uniform dress policy and attend mandatory trainings.
- ◆ Computer knowledge working with Excel and Word.
- ◆ Ability to learn specific software systems including Event Management Systems.
- ◆ Flexible hours and willingness to help out with timely deadlines.
- ◆ Basic accounting skills are helpful.

Skills Gained:

Interpersonal Communication	Teamwork	Quality and accuracy of work
Problem Solving	Resourcefulness	Priority Setting
Time Management	Initiative	Meeting Deadlines

Job Skills Developed in the Position:

- ◆ Interacted and communicated effectively with students, staff, faculty and customers in person on a daily basis by answering their questions and listening to their concerns
- ◆ Assisted customers in understanding billing by explaining process
- ◆ Researched billing and invoicing information
- ◆ Obtained knowledge of budgets by learning where to post payments and receivables
- ◆ Created accurate financial reports, posted transactions appropriately, and invoiced proper departments
- ◆ Observed and analyzed spending patterns to catch possible problems in budgets
- ◆ Compared and analyzed patterns or constants from one accounting period/fiscal year to another
- ◆ Created financial reports and assembled statistical information and presented to directors
- ◆ Located financial information when needed to find supporting documentation

Starting Wage:

- ◆ \$8.50 per hour
- ◆ Both workstudy-eligible and non-workstudy students are encouraged to apply.