



Housing and Residence Life

THE OFFICE OF HOUSING AND RESIDENCE LIFE STUDENT ASSISTANT JOB DESCRIPTION

Position:	Student Assistant for Chaparral Village, Laurel Village or Alvarez Hall Desks
Days:	Monday through Friday and some weekends may be required (UTSA Day, Move In, etc)
Hours:	19 hours a week
Schedule:	Varies based on coverage need
Hours of Operation:	8:00 a.m. – 5:00 p.m.
Salary:	\$10.00 an hour

The Office of Housing and Residence Life is seeking students who enjoy working with their peers, families, other UTSA departments and the public. The candidate will be able to solve problems quickly and courteously, demonstrate excellent customer service skills, has a strong understanding of office work, willing to learn, be self-motivated and a willingness to address issues as they arise.

Job Description

- Provide outstanding customer service, appropriate information regarding the housing operations, and campus directions in person or via telephone
- Properly handle package couriers such as UPS, DHL, Amazon, FedEx, for the residents and ensure correct delivery to the residents.
- Operate a database for housing assignments, packages, and keycard programming
- Check in and out equipment to residents such as carts, pool equipment, basketball equipment, etc.
- Assist with Move-ins, move-outs and room transfers by verifying room availability and readiness
- Complete electronic, and manual checkouts, mail logs, visitor parking permits, and temporary keycard logs
- Explain and enforce policies and procedures regarding housing operations
- Provide front desk services with clerical office duties including answering telephones with proper etiquette, filing, stocking supplies, operating copier and fax machine, maintaining computer labs, package room and storage area as needed
- Check computer equipment in the computer lab for downloads and other information not permitted on the computers
- Assist with the marketing of the housing complexes by providing detailed tours and ensuring the outer office area has a constant supply of brochures and meal plan information
- Assist the various areas within Housing and Residence Life as needed
- Assist residents with routine facilities issues
- Provide escorts for vendors
- Assist with temporary room moves
- Assist other areas within the department as needed
- Perform related duties as assigned

Applicant Qualifications must include the following:

- UTSA cumulative GPA of 2.5 or better
- Must be enrolled as a UTSA student
- Must be in good standing with UTSA academically as well as student conduct, once hired these checks will occur each semester
- Preferred Computer skills (Word, Excel, PowerPoint, Publisher, etc.)
- Demonstrate excellent customer service skills
- Neat and clean appearance
- Priority will be given to students whose schedules fit the front desk operation requirements
- Qualified applicants will be called for an interview