

Hall Office Coordinator Job Description

Residential Life

University Housing Services

The Hall Office Coordinator (HOC) reports to the Residential Life Coordinators (RLCs) of each area. The HOC is expected to conduct themselves in a positive role-modeling manner consistent with the policies and procedures of the University Housing Services (UHS) Community Living Handbook, San José State University (SJSU) Student Code of Conduct, and departmental standards (including dress code guidelines). As a student staff member, it is expected that an HOC act as a positive representative of UHS at all times. A person with exceptional administrative and organizational skills, a strong attention to detail, and the ability to work autonomously with little direction will be strongly considered. Please note that this position does not include housing or a meal plan as part of its compensation. As a Student Assistant, this position is subject to release at any time.

Qualifications

1. Full-time enrollment as a degree-seeking student at SJSU during the contract period; exceptions must have prior approval from the Associate Director for Residential Life
2. Good academic standing (GPA of 2.5 or higher) from the time of appointment through the end of the academic year
3. Ability to serve for a complete academic year (fall and spring semesters) is preferred.
4. Must have no active conduct sanction at the time of hiring or throughout employment
5. Genuine interest in and enthusiasm for working with the residential life staff
6. Ability to work in a fast-paced environment when necessary
7. Strong problem-solving skills
8. Ability to handle multiple tasks simultaneously
9. Strong interpersonal skills
10. Strong administrative and organizational skills
11. Ability to work productively in an autonomous setting
12. It is not a requirement to live on campus to be eligible for this position nor is housing provided at any time for the duration of employment.

Expectations of Employment

Please initial after each item to indicate that you have read, understand, and agree to each of the expectations listed below.

1. Serve as a role model supporting and living within the guidelines established by San José State University and University Housing Services whether in the hall, on campus, or in an off-campus social setting. _____
2. Maintain good academic standing (cumulative and previous semester GPAs of 2.5 or higher) from the time of appointment through the end of the academic year. _____
3. Schedule 20 hours a week with RLC supervisor; these hours will mainly take place during business hours, but may include night and weekend time as needed. _____
4. Must have no active conduct sanction while employed. _____
5. Maintain confidentiality: HOCs should consider all contact with students while working as confidential. A student's right to privacy and confidentiality must be respected at all times. Additionally, HOCs may be assigned tasks where access to confidential information including student files, payroll information, etc. would be granted. HOCs are expected to maintain confidentiality and not share this type of information with others. This expectation is non-negotiable and failure to observe full confidentiality could result in immediate dismissal from the HOC position. _____
6. **Duration of employment:** approximately 44 weeks, from July 23, 2017 to May 31, 2018; specific start and end dates will be determined with your supervisor. _____

Basic Functions and Responsibilities

Please initial after each item to indicate that you have read, understand, and agree to each of the expectations listed below.

The Hall Office Coordinator supports UHS in the development of a student life program within the residence halls by meeting these job functions and responsibilities as needed (depending on community).

1. Provide support and assistance with any administrative tasks assigned by RLC. _____
2. Coordinate regular inventory of supplies, equipment, keys, Room Inventory Sheets, Roommate Agreements and other items as deemed needed. _____
3. Assist with monthly health and safety checks, distributing the appropriate paperwork, tracking the progress of the checks, and assisting with the checks and/or re-checks for rooms. _____
4. Conduct check-ins and check-outs throughout the semester, filling out all paperwork accurately and in a timely manner. Provide initial assessment of any needed billing for check-outs. _____
5. Perform general office work (e.g. respond to student inquiries, answer phones, type, file, schedule meetings, make posters/flyers, and various other office tasks). _____
6. Maintain general cleanliness and organization of the desk and storage areas. _____
7. Do not duplicate or loan keys or access cards to unauthorized persons. Official job related keys and access cards are to be kept in their designated, secure location at all times when not in use, and are not to leave the building or area without authorization. Misuse of keys or access cards for any purpose can result in immediate release from the position. _____
8. Be responsible with special staff privileges (i.e. use of office, phones, key, office equipment, supplies, etc.). _____
9. Participate in consistent 1:1 meetings with the supervising RLC. _____
10. Assist with the tracking and recording of programmatic initiatives. _____
11. Distribute confidential student financial records, including all late, past-due, 3 day pay or quit notices, and/or evictions notices. _____
12. Conduct self in an honest, conscientious, and courteous manner at all times; showing respect for persons of all backgrounds, races, genders, interests, and abilities. _____
13. Support the mission, goals and philosophies of University Housing Services. _____
14. Work cooperatively with all UHS Staff members, including OAs, RAs, RLCs, and all other UHS Staff. _____
15. Complete other projects and administrative duties as assigned. _____
16. Prior to employment, complete all necessary SJSU student employment paperwork, including Work Study authorization for qualified students. _____
17. Participate during major campus or UHS event weekends (i.e. Homecoming, Admitted Spartan Day (typically a Saturday in mid-April), etc.) Specific dates will be shared during training. Note: all dates are subject to change. _____

This position works in a safe and responsible manner while not putting self or others at risk. This includes complying with applicable policies and regulations; using personal safety gear; observing warning signs; learning about potential hazards; and reporting unsafe conditions. This position is subject to criminal and background check.

My signature on this job description certifies that I have reviewed and fully understand the expectations outlined. Further, I agree to perform the duties of the Hall Office Coordinator position to the best of my ability. If, at any time, I do not feel that I can uphold the expectations of this position, I will speak with my supervising Residential Life Coordinator immediately. I understand that as a Student Assistant, I am subject to release from the position at any time.

Name (Print): _____

Name (Signature): _____

Date: _____