

## ***DRURY UNIVERSITY JOB DESCRIPTION***

**JOB TITLE:** Housing Office Assistant

**DEPARTMENT:** Housing

**DATE:** February 2, 2017

**SCHEDULE:** Flexible, 10-12 hours per week

**REPORTING SUPERVISOR:** Director of Housing

**FLSA:** Non-exempt

**JOB FUNCTION:** To support and assist the Director of Housing in activities related to Housing and Student Affairs.

### ***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform other job-related instructions as requested by the supervisor, subject to reasonable accommodation.

<i>Percentage of Time</i>	<i>Frequency</i>	<i>Description</i>
1. 25%	Ongoing	Communicate effectively in person, verbally and through written communication by welcoming students, parents, and visitors to office, answering phones and making calls to stakeholders, responding to emails in Microsoft Outlook, and proofreading Housing Office correspondence and marketing materials. Develop rapport with professionals in other departments.
2. 20%	Ongoing	Demonstrate mastery in typing speed and accuracy by entering confidential data into Jenzabar and Excel, and maintaining a calendar in Microsoft Outlook.
3. 15%	Ongoing	Listen and empathize with students/parents when approached about concerns regarding maintenance issues, roommate disagreements and policy questions; effectively resolve concerns or determine which department can best address the problem.
4. 5%	As Needed	Employ keen observation skills to verify condition of residential rooms and apartments during year-end check-outs/inventories, and learn to communicate check-out expectations & repercussions to peers in a direct, tactful manner.
5. 5%	As Needed	“Pitch” Drury University at Freshmen First Day, specifically the benefits of the residential experience, thereby improving presentation skills.
6. 15%	As Needed	Become adept at detailed note-taking during all of the aforementioned duties, and learn to multitask with interruptions.
7. 10%	Ongoing	Use traditional office equipment (fax, scanner, copy machine) & maintain hard-copy files of student records.
8. 5%	As Needed	Gain a wider perspective of the day-to-day and strategic decisions made in a non-profit organization by providing administrative support to Housing and other areas in Student Affairs.

### ***MINIMUM KNOWLEDGE SKILLS AND ABILITIES REQUIRED:***

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. All job requirements listed indicate the minimum knowledge, skills, and/or ability deemed necessary to perform the job proficiently. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Knowledgeable of modern office procedures, practices, methods, and equipment including, but not limited to, telephone, fax, scanner, printer, and copy machines.
2. Attention to detail for accepting accurate information and preparing and maintaining accurate reports.
3. Ability to effectively and accurately communicate information regarding campus events to/from faculty, staff, students, and the general public.
4. Ability to comprehend information and data in order to prepare reports, correspondence and manage information (hard copy and on the computer).
5. Ability to use a computer and associated software applications, specifically Microsoft Office (including Word, Excel, Outlook, and Jenzabar software).
6. Ability to effectively communicate information, in both written and oral form.
7. Ability to concentrate and follow specific guidelines to accurately key information and update database.
8. Ability to solve problems and think critically and independently for organizing and completing workload.
9. Ability to understand instructions for interpreting policies and procedures, preparing reports, and communicating instructions.
10. Good memory skills for recalling dates, people, events, and records in order to retrieve information for reports and files.
11. Ability to deal with stressful situations in a calm and methodical manner.
12. Ability to establish and maintain effective working relationships with students, members of the Drury community, visitors, and the general public.
15. Ability to walk, lift, bend and squat in order to assist in set-ups and preparation of campus events, move equipment, and perform job duties.
16. Ability to accept responsibility for the security of equipment, supplies and keys.
17. Ability to use a dolly or wagon to move appliances.
18. Ability to see in order to read written instructions and do year-end room check-outs and inventories.
19. Ability to hear to respond to alarms and radio communications for security purposes.
20. Must be a regular, full-time day school student, enrolled in at least 12 hours per semester.
21. Prefer a student who has resided in Drury campus housing for at least one semester.
22. Must be willing to work Housing Sign-Up nights in March; prefer ability to work Freshman First Day in June

***WORK CONDITIONS:***

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is often exposed to outside weather conditions. The noise level in the work environment is moderate.

***PHYSICAL DEMANDS:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and walk, climb stairs, sit, talk, hear, and use hands to finger, handle or feel. The employee frequently is required to reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision.