

ELON UNIVERSITY
Position Description Format

JOB TITLE: Program Assistant for Residence Life
DEPARTMENT: Residence Life
REPORTS TO: Assistant Director of Residence Life
FLSA STATUS: Non-Exempt

Summary of Position:

Responsible for the overall day-to-day operations of a Residence Life Area Office. Responsibilities include, but are not limited to: managing daily functions of the area office, including Physical Plant work requests and work order billing; judicial violation meeting and sanction notification; and training and evaluating student workers. This position provides support and assistance to the Assistant Director, student staff and area residents. **The position is 39 weeks and 25 hours per week.**

Duties and Responsibilities:

- Primary presence in the Area Office for student interaction, acts as a resource for students, parents and staff.
- Manage correspondence and the daily operation of the office.
- Responsible for tracking and reporting budget expenditures for the area.
- Process occupancy checks, health & safety inspections, Physical Plant work orders, check requests, and Print Shop requests.
- Responsible for processing judicial paperwork including notifying students of violations, scheduling judicial meetings, completing judicial forms, maintaining judicial database information, and follow-up with overdue, incomplete or late sanctions.
- Prepare work orders for Physical Plant regarding area repairs and process billing charges associated with work orders.
- Maintain residential billing information for each residence hall in the area by individual, suite and/or building.
- Maintain housing information for area (Housing Vacancy Report, Room Condition Form binders, room changes, etc.).
- Maintain a high level of confidentiality in reference to students, staff and parents with constant regard for the integrity of the University.
- Communicate with service vendors regarding maintenance and repairs (ie. MacGray/Coke).
- Perform other duties and responsibilities that may be unique to the area office.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General Skills and Abilities Necessary for Position:

- Reading Comprehension – the ability to read and understand information presented in documents
- Writing – communicating effectively with others in writing; ability to use proper grammar and spelling in the creation of documents and communications
- Communication – the ability to communicate with others to effectively convey ideas and information
- Organization – organizing information to get a better understanding of problems or tasks; adapting to changes and being able to arrange in a comprehensible order
- Time Management –the ability to prioritize responsibilities; managing own time and the time of others
- Analytical – the ability to define and solve issues and concerns
- Management - mentor and supervise student workers in the office

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree preferred but not required.

LANGUAGE SKILLS:

Ability to read and comprehend information related to the residence life/housing program. Ability to define programs, collect data, analyze data, produce reports, and draw valid conclusion. Ability to communicate verbally and in writing. Ability to compose correspondence.

MATHEMATICAL SKILLS:

Ability to apply basic computational skills and/or use calculator to do the same.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

OTHER SKILLS REQUIRED:

Knowledge of and experience using Microsoft Office package, specifically Word and Excel software. Experience with recognizing customer service concepts as they relate to working with primarily student and parent clients in a college setting.

CERTIFICATIONS/LICENSES:

None required.

PHYSICAL DEMANDS:

While performing the duties of the job, the employee is regularly required to sit, reach, talk, and hear. The employee is also required to stand, walk, stoop, kneel and crouch. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT:

The noise level in the work environment is moderately noisy and varies throughout the day. The employee must be able to focus on tasks while being positive.