

Office Assistant (Student Center Administrative Office)

Office Assistants for the administrative office work in the central hub for most of the administrative business conducted in the Student Center. They serve as the receptionist for the administrative office and assist the HR Coordinator with daily tasks and projects. The administrative office houses the Senior Director, Associate Director for Building Administration, Assistant Director for Business and the HR Coordinator of the Student Center. The Administrative Office Assistants are frequently the first contact an individual may have with the University, and so must present and maintain a professional image, display a positive attitude, and respond accurately to requests and inquiries about the Student Center. It is a position that comes with much responsibility, accountability, and a high level of trust.

In coordination with Georgia State University's College to Career program, which is designed to improve students' career readiness, employment with the Student Center is designed to help students acquire, develop, and sharpen competency in the areas identified by employers as the most sought-after skills. They include:

- Career & Self Development
- Communication
- Critical Thinking
- Equity & Inclusion
- Leadership
- Professionalism
- Technology
- Teamwork

Learning Outcomes and Responsibilities

Career & Self Development

- Job Knowledge – Knows and understands job description, what the job entails, and University and Student Center policies, seeking clarification when needed.
 - *Understands all general tasks and responsibilities of an office assistant*
 - *Is familiar with the physical layout of the Student Center*
 - *Has a working knowledge of the services provided by the Student Center*
 - *Is willing to ask questions and make comments to better develop knowledge and abilities*
- Self-Awareness - able to identify and articulate their personal strengths and areas in which they can grow in an evaluation, demonstrates ethical behavior, and articulates components of personal identity

Critical Thinking

- Decision Making and Stress Tolerance – Ability to make good choices (sometimes under pressure or a deadline) and understands how to use their talents and skills to best accomplish tasks.
 - *Ensures the safety of the administrative office in the absence of professional staff*
 - *Makes judgment calls on the interpretation of Student Center policy as required*
- Problem Solving – deals with unforeseen situations professionally, is adaptable, flexible, and able to work under conditions of ambiguity, uses resources to generate possible solutions, and makes appropriate decisions by using their knowledge and resources.
 - *Makes self-directed and spontaneous decisions based off personal and positional knowledge base*
- Enforcement of Policies – Uses and enforces the rules and guidelines of the job, making appropriate exceptions when needed.

Communication

- Communication – regularly communicates information to team members, customers, and team leadership, able to adjust communication style appropriately for the situation.
 - *Keeps the full-time staff informed of relevant issues and/or concerns*
- Customer Interaction – Articulates information clearly, listens, maintains eye contact and focuses on individuals, asks open-ended questions to draw out wants/needs, and puts customers first.
 - *Greets, directs, and properly assists guests*
 - *Helps students understand and cope with university procedures, particularly during registration periods and at the beginning of an academic term*

- o *Answers questions about Georgia State University, either on the telephone or in person at the Information Center, and transfers calls or takes complete messages as appropriate*
- o *Maintains a high level of professionalism and customer service*
- o *Provides accurate up to date information*

Equity & Inclusion

- Values Diversity – shows respect for people whose backgrounds and perspectives are different than their own, recognizes and behaves respectfully when differences exist, and builds relationships with people whose backgrounds are different than their own.

Leadership

- Goal Oriented – demonstrates effective planning and visioning of the future and encourages self and others to accomplish goals.
- Empowerment – recognizes individual and group contributions, celebrates the accomplishments of the team and individuals, and encourages others.
- Enterprising – takes initiative, demonstrates willingness to think creatively, encourages evaluation of processes, and uses resources.
 - o *Uses role to enhance the Student Center by providing suggestions when appropriate*
 - o *Able to stay on task and complete all requirements of the position without constant advisement and direction*
- Initiative – Ensures uncompleted and/or urgent tasks are carried through without being prompted.

Professionalism

- Accuracy – Makes minimal errors, is precise, and works within allotted time frame.
 - o *Efficiently and accurately processes Student Center locker use requests*
 - o *Checks and approves time approved by manager in OneUSG at the end of each pay period*
 - o *Keeps and maintains records of both customer needs and available information*
 - o *Accurately performs clerical tasks, special projects, and other duties assigned by the full-time staff of the Student Center*
- Attendance – Works during scheduled hours and arranges for a replacement when needed.
 - o *Arrives on time for scheduled shift*
 - o *Finds a replacement when unable to work scheduled shifts*
 - o *Attends scheduled mandatory staff meetings and training sessions*
 - o *Keeps supervisor(s) informed of changes in personal work schedule, training needs, and out-of-town/unable to work dates*
- Customer Satisfaction – Follows through with customers to meet their expectations for service and is persistent and creative in meeting customer needs.
 - o *Follows up and contacts customers when information is not readily available (when applicable)*
- Integrity
 - o *able to identify personal/professional values and belief systems*
 - o *demonstrates positive examples for the team and peers*
 - o *is honest with others, sets and adheres to high standards*
- Ownership – Makes appropriate decisions regarding behavior and actions, recognizes and accepts responsibility for their actions, manages time effectively, acts in a dependable manner, and fulfills job requirements completely.
 - o *Works on projects to help develop the services offered by the administrative office*
 - o *Contacts university offices and services to find the answers to customer questions and to establish referral sources*
 - o *Keeps the reception area secure while on duty*
 - o *Works toward balancing life, school, and work commitments well to perform optimally as a Student Center employee*
 - o *Meets with supervisor(s) periodically throughout the semester to discuss job performance and ideas for improving operations*
- Presentation
 - o *Presents a positive image and reflection of self and the Student Center*
 - o *Follows dress code, including a clean and professional appearance and wearing a nametag*

Teamwork

- Collaboration – asks others for input and empowers others to act
- Group Participation
 - *Attends staff meetings and contributes to dialogue, supports others, and appropriately adapts behavior in response to team needs.*
 - *Is flexible and open to substitute shifts*
 - *Is available and participates in rotating weekend shifts*
 - *Contributes ideas for changes and improvements to the Student Center*
- Relationship Building – Builds relationships of trust and interdependence, relates well with team members of diverse backgrounds, interests, values, etc., and manages interpersonal conflict effectively.

Technology

- Email – *Initiates and follows through on communicating with customers.*
- *Proficient in utilizing Web Based Applications:*
 - *Human Resources and Payroll/clocking in and out for your shift*
 - *Professional Development submissions*

Minimum Skills and Qualifications

- Current Georgia State University student (undergraduate or graduate)
- Ability to conduct self in a manner that creates a positive image of the Student Center and the University
- Ability to communicate with a friendly tone to enforce the rules and mission of the department and works efficiently and effectively with patrons and building staff
- Minimum 2.5 GPA and must remain in good academic standing

Human Resource Details

- Reports to the HR Coordinator
- Pay rate of \$9.00.
- 10-15 hours per week
- Available hours: Monday-Friday 8:30 am – 5:15 pm

Updated October 2021