University of Northern Iowa
Housing & Dining
Residence Hall Administrative Assistant Position Description

**Description**
The Administrative Assistant is a Housing & Dining staff member who is a vital part of successful operations in the residence hall. The front desk serves as an information hub for students, staff and guests. The maximum hours a UNI student employee can be scheduled to work during an academic week is 20 hours, primarily during business hours. As a staff member, the Administrative Assistant provides assistance to residents regarding personal, interpersonal and academic concerns, and is instrumental in assisting the hall in becoming a cohesive and inclusive living and learning community. Trustworthiness, reliability, and ability to maintain confidentiality and interact confidently with a wide range of people are essential characteristics.

The Administrative Assistant is supervised by a Coordinator but works in conjunction with the other Desk Assistants, Secretaries, and Graduate Assistants. Administrative Assistants provide support and guidance for hall operations in the stead of Coordinators and Hall Secretaries. Additionally, they develop and support the objectives of residence hall programs, help maintain residence hall and university policies and procedures, and assist with the administration of the residence hall. Administrative Assistants need to be full-time, degree-seeking students at the University of Northern Iowa as well as be in good behavioral and financial standing with the university. **Administrative Assistants are compensated at $11.00 per hour and work an average of 20 hours per week during regular university hours of operation (M-F; 8am-4:30pm).**

*Note: As a UNI student employee, you cannot work more than 20 hours per week during the school year when classes are in session. Due to the nature of this job, it is also expected that those in the Administrative Assistant don’t have additional job commitments on-campus or off-campus.*

**Minimum Qualifications**
- Applicants must have at least one semester of residence hall experience at UNI (or at another institution of higher education)
- Applicants must have and maintain a minimum 2.25 semester and cumulative grade point average.
- Applicants need to be in good academic, behavioral and financial standing with the university and be a full-time, degree-seeking student at the University of Northern Iowa.

**Preferred Qualifications**
- As a staff member within Housing & Dining, it is preferred that Administrative Assistants live on-campus during their time within the role.
- Administrative Assistants candidates have the intentions of enrolling in classes at least one semester following the 2021-2022 year of appointment.
- Administrative Assistant candidates have at least two semesters of prior experience within the Desk Assistant or Resident Assistant role at the University of Northern Iowa.

**Appointment Period**
Administrative Assistants are employed for the entire academic year. Administrative Assistants hired for the 2021-2022 academic year will be expected to begin work no later than Monday, August 2, 2021 through Sunday, May 8th, 2022 (additional hours past this date may be granted upon approval). Dates may be adjusted based on changes made to the academic calendar. Training period for the Administrative Assistant Position occurs prior to the 2021 fall semester. Participation in non-academic activities during training periods is subject to approval by the Residence Life Coordinator and Assistant Director of Residence Life. It is also expected that Administrative Assistants be available to work prior to the beginning of the fall and spring semester of classes. Due to the hours required of the Administrative Assistant position, we ask that candidates
are not involved in: Cat Crew, Move-In Crew, or any UNI Athletics as these commitments can conflict greatly with the particular position.

**Administrative Assistant responsibilities include:**
- Opening and/or closing of the office, greeting office guests and addressing concerns
- Performing typing, photocopying, and filing
- Answering phones, taking messages, making calls, sending, receiving, and responding to emails
- Providing informed assistance in response to questions, directions, and problems upon request or observation
- Directing residents and guests to the proper campus & community resources
- Utilizing Microsoft Word, Microsoft Excel, Google programs (i.e. Gmail, Google Drive, Google Calendar), and StarRez
- Regarding information confidentially and with discretion
- Maintaining inventory of property to be checked out for resident use, issuing the property, and securing its return
- Sorting and distributing mail, maintaining correct addresses and forwarding mail information
- Maintaining record of parcel post, insured packages, UPS/FedEx deliveries and distributing packages to residents
- Knowing departmental policies and procedures as directed by Housing & Dining.
- Knowing university policies and procedures when it comes to emergencies/crises occur as directed by Housing & Dining
- Provide support for hall operations including but not limited to: room condition reports, room moves, occupancy tracking, common room space reservations, purchasing paperwork and key audits.
- Look after office inventory related to office supplies and equipment, supplying any supply orders to hall secretary or coordinator as needed
- Keep the desk area clean
- Fill out all paperwork completely and correctly as directed by the Coordinator or Secretary
- Other duties as assigned to meet the needs of the students and the department
- Provide desk coverage for the start and end of Fall Break, Semester Break, and Spring Break
- Be available, attentive and on-time to Desk Training both fall and spring semesters and monthly staff meetings as designated by the Coordinator
- Present university in a positive light to stakeholders (i.e. assist and guests) in giving tours to prospective students
- Performing other duties as assigned by the coordinator, Hall Secretary, or Graduate Assistant

*Applicants need to be able to return to campus by Monday, August 2, 2021 to take part in a mandatory training as well as be able to work the weeks leading up to the opening of the residence halls and start of Fall academic semester. (Dates may be adjusted based on changes made to the academic calendar.)*