OFFICE ASSISTANT

The Office Assistant (OA) is a paraprofessional who assists in the implementation of the residential life and housing program in a specific residence hall. The OA provides administrative support to the hall team and residence hall resource center. The OA is an integral member of the residence hall who must possess good judgment, a strong sense of responsibility and a thorough understanding of the requirements of the role. The OA reports to the Residence Hall Resource Manager (RHRM).

QUALIFICATIONS

The following qualifications must be met in order to serve in the role.

- **Commitment to community**: OAs must role model and demonstrate strength of character, good judgment, flexibility, responsibility, involvement and commitment to student life and the University.
- **Enrollment Status**: Undergraduate OAs must carry a minimum of 12, but no more than 16, credit hours per semester. Exceptions for course loads over 16 credit hours must have prior approval of the hall supervisor. Any Undergraduate OA in the final semester before graduation may carry fewer than 12 credits, but no fewer than 6 credits. Graduate OAs must carry a minimum of 9 credit hours per semester. Graduate OAs in the final semester before graduation may carry fewer than 9 credits.
- **Grade Point Average**: OAs must hold a cumulative 3.0 Grade Point Average at New York University throughout the time of application and appointment.
- **Selection Process**: OA must successfully complete the application and selection process.
- **University Standing**: OA must be in good academic and disciplinary standing at New York University prior to and throughout the role period.

TERMS

The following terms must be accepted in order to serve in the role.

- **Availability**: OAs should be sufficiently available to schedule up to 20 hours at the residence hall.
- **Compensation**: In addition to an invaluable experience in leadership and teamwork, OAs receive an hourly wage.
- **Role Period**: The standard role period for OAs is one academic semester. At the end of each term the OA must express intent to continue in the role and complete any necessary registration for on-campus employment. These dates are subject to change by the hall supervisor based on the needs of the particular building. The role period is contingent upon the successful completion of tasks, assignments and responsibilities and positive performance appraisals by hall supervisor.
- **Holidays, Emergency Closures, Breaks and Vacation Periods**: While vacation time is not offered, OAs may trade hours with each other, with a supervisor’s advanced approval, to allow for time away. Some OAs will be required to work holidays, emergency closures, breaks and vacation periods when University offices are closed; these include, but are not limited to Thanksgiving Break, Winter Break and Spring Break.
- **Meetings**: OAs can expect to attend team meetings at the resource center. As well, regularly scheduled one to one meetings with supervisors will be scheduled.
- **Time Commitment**: OAs will work in consultation with the hall supervisor to determine an appropriate schedule. OAs may not schedule more than 20 hours a week. Scheduled hours will likely include evenings, weekends and holidays. There will be periods of higher demand in the residence hall that may require flexibility in scheduling. These periods may include opening, transitions, and check out.
RESPONSIBILITIES
In addition to the list below, other duties will be assigned as needed by the hall supervisors.

Administrative:
- Assist in the operation of the Resource Center;
- Maintain scheduled office/resource center hours per week as scheduled with supervisor;
- Attend training and team development opportunities;
- Assist with the opening, closing and transitions of the residence hall;
- Act as a representative of the Office of Residential Life & Housing Services and serve as a resource when working with residents and other clients;
- Provide high quality, efficient, and positive customer service to residents and other clients;
- Know and implement all administrative and operational procedures of the Resource Center;
- Answer phones, complete filing and photocopying;
- Assist in the completion of the building census and other processes;
- Perform mail-runs and other campus errands;
- Assist the Housekeeping and Facilities team as needed;
- Assist in the distribution of loaner keys, packages, and other resource center services;
- Assist in Resource Center communications (posting flyers, transition notices, etc.);
- Complete all assigned administrative tasks in a timely and accurate manner;

Community Development:
- Assist in the coordination of the Bike Share program;
- Assist in active and passive Resource Center programming;
- Contribute to community life in the residence hall and serve as a positive presence in the building;
- Provide guidance and support and role model appropriate behaviors as a responsible community member;
- Be available to team members and residents as a resource when working, providing residents with information regarding University activities and events.

Crisis Response & Policy Enforcement:
- Know, communicate, and abide by existing University and Residence Hall policies and procedures;
- Know and be prepared to contact the appropriate resources in an emergency;
- Know University/community resources and make appropriate referrals if needed;
- Keep supervisors informed about all problems and concerns encountered in the residence hall;
- Maintain appropriate confidentiality while working in coordination with University team members.

EXPECTATIONS
In addition to the list below, other expectations will be delivered by the hall supervisors.

- OAs should not use personal computers or play games while at the residence hall office or resource center;
- Use of University phones should be reserved for business purposes;
- Use of personal mobile phones should be minimal and should not interfere with the completion of one’s duties;
- The desk area should remain clean and presentable at all times;
- Friends, visitors, or non-scheduled team members are not permitted to be behind the resource center;
- OAs should wear clean, presentable attire, appropriate for representing a professional, service-oriented department. Pajamas, sweatpants, flips flops, overly revealing clothing, etc. are not permissible;
- Meal breaks should be taken away from the resource center.
STATEMENT OF ALCOHOL & OTHER DRUG USE
Paraprofessionals in the Office of Residential Life and Housing Services are expected to serve as a role model and uphold department and university policies, as well as local, state and federal laws. There is zero-tolerance for the use of alcohol or other substances in violation of policies or laws or in a manner which puts into question the paraprofessional’s ability to exercise sound judgment or serve as an appropriate role model. Paraprofessionals failing to adhere to these standards will be subject to job action likely resulting in termination from the role. For more specific information on NYU policies please visit the Office of Community Standards website and refer to the Residential Life Paraprofessional Handbook.

STATEMENT OF ETHICAL STANDARDS
Office Residential Life & Housing Services paraprofessionals are required to respect the personal integrity of all residents and assure they be treated in a manner that is fundamentally fair. Paraprofessionals should refrain from engaging in any behaviors, attitudes, relationships, or actions that:

- would impinge on a resident’s or another paraprofessional’s dignity, moral code, privacy, self-worth, and academic, physical, psychological, and/or emotional well-being;
- would seek unjustified personal gains, unfair advantage, unearned goods or services;
- would be considered harassment on the basis of gender, race, sex, sexual orientation, religion, creed, nationality and/or mental disability.

New York University is committed to a policy of equal treatment and opportunity in every respect of its relations with its students, faculty and staff members, without regard to race, color, religion, sex, sexual orientation, marital or parental status, national origin, citizenship status, age, disability, or veteran status. This includes, but is not limited to, recruitment, hiring or appointment, selection for training, transfer, layoff, promotion, granting of tenure, rates of pay and other forms of compensation, and participation in University-sponsored educational, social, and recreational programs.