OFFICE ASSISTANT
2020-2021

COVID-19 IMPLICATIONS
The Office Assistant role in 2020-2021 will look different than in previous years on account of COVID-19 which is still very much part of our daily lives. Since the health and safety of our community is of paramount importance to us, we will be implementing a reduced-density student housing model for fall 2020 that will ultimately conform to the guidance we receive from State and local health authorities.

In addition to the change in density, a large portion of personal interaction, team meetings, one-on-ones, and community development will occur virtually with most large in-person gatherings entirely prohibited consistent with NYU academic classroom capacity guidelines. There will of course be times when encountering others may be unavoidable (e.g.: passing by residents in hallways, sharing an elevator, encounters while at the resource center, etc.) and OAs are asked to do their best to adhere to social distancing and other return-to-campus guidelines. In addition, OAs will be expected to role model and practice social distancing, wear face coverings and the provided personal protective equipment as well as promote infection control and prevention behaviors including hand hygiene and respiratory etiquette. Those selected to serve must be adaptable and comfortable with ambiguity as role needs may evolve.

ROLE OVERVIEW
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 university 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.

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- **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 virtual or physically distant team meetings at the resource center. As well, regular 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.

- **Evaluation Process:** OAs will be evaluated by their supervisor at the end of each semester in areas related to their role; Administrative, Community Development and Crisis Response & Policy Enforcement.

**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;
- Participate in online, distance and in-person training and team development opportunities;
- Assist with the opening, closing and transitions of the residence hall;
- Act as a representative 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 any 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;
- Role model and administer social distancing protocols, wear face coverings when in public spaces and personal protective equipment, when necessary, wash hands frequently to demonstrate public health objectives;

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paraprofessionals and in their contributions to the residence hall team. Essential elements that paraprofessionals embrace and practice to be successful in their individual roles as spaces. Paraprofessionals work to continually improve the NYU student experience and it is expected that methodologies enable paraprofessionals to successfully build community and create cultures of kindness in residential. These arise. Paraprofessional training, including NYU’s Belonging Zone and other offerings, teaches paraprofessionals the skills NYU students: being inquisitive, engaged, kind, empathetic and solution-oriented, even when difficult situations or conflicts community—not just fellow students, but also faculty and staff. They model the behaviors we seek to encourage in all 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.

**TEAM PLAYER**
Paraprofessionals (RAs, RCAs, RLAs, OAs, SAs, PAs, COIs) are indispensable members of NYU’s Residential Life & Housing Services team and the greater University community. Paraprofessionals must skillfully balance their responsibilities as students while serving as effective paraprofessionals. A successful paraprofessional will value every member of the NYU community—not just fellow students, but also faculty and staff. They model the behaviors we seek to encourage in all NYU students: being inquisitive, engaged, kind, empathetic and solution-oriented, even when difficult situations or conflicts arise. Paraprofessional training, including NYU’s Belonging Zone and other offerings, teaches paraprofessionals the skills of active listening, mindfulness, constructive feedback, growth mindset, and resiliency within a Beloved Community. These methodologies enable paraprofessionals to successfully build community and create cultures of kindness in residential spaces. Paraprofessionals work to continually improve the NYU student experience and it is expected that paraprofessionals provide solution-focused, constructive feedback to peers, supervisors, and office leadership. These are essential elements that paraprofessionals embrace and practice to be successful in their individual roles as paraprofessionals and in their contributions to the residence hall team.