

**NYU**Residential Life
and Housing Services

OFFICE ASSISTANT

2021-2022

ROLE PROFILE

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1. 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. OAs support the office's commitment to creating inclusive communities and they incorporate the office's vision, mission, and values into their role. OAs model behaviors we seek to encourage in all NYU students: being inquisitive, engaged, kind, empathetic and solution-oriented both inside and outside the residential communities. 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).

COVID-19 IMPLICATIONS

The Office Assistant role in 2021-2022 may continue to 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 may need to maintain a reduced-density student housing model for fall 2021.

In addition to the potential lower density, a portion of personal interaction, team meetings, one-on-ones, and community development may still occur virtually. Guidance on this will be shared as we get closer to the start of the fall semester. There will of course be times when encountering others may be unavoidable (e.g.: providing services at the Resource Center, sharing an elevator, etc.) and OAs are asked to do their best to adhere to physical distancing and other guidelines. In addition, OAs will be expected to role model and practice physical 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, as directed by the university.

Those who agree to serve may be asked to assist differently if there are institutional changes as a result of COVID-19. Those selected to serve must be adaptable and comfortable with ambiguity as role needs may evolve.

2. QUALIFICATIONS

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

- **Commitment to community:** OAs must demonstrate strength of character, good judgment, flexibility, responsibility, involvement and commitment to student life and the University.
- **Course Load:**
 - **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 GPA throughout the time of application and appointment. If an OA's cumulative GPA falls below the 3.0 requirement they will be placed on Academic Probation and will have one semester to reach the minimum requirement or will be released from the role.
- **Selection Process:** OAs must successfully complete the application and selection process.
- **University Standing:** OAs must be in good standing at New York University prior to and throughout the role.

3. COMPETENCIES

The following competencies will be developed by serving in the OA role intended to enhance personal, academic, and career success.

- Administrative skills
- Assessment and technology
- Creating a sense of belonging for others
- Equity, diversity and inclusion
- Interpersonal relationship building
- Leadership development
- Peer helping
- Problem-solving
- Resource referral
- Self-awareness and self-care
- Teamwork
- Time management

4. 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 satisfactory performance appraisals by hall supervisor.

5. TIME COMMITMENT

The OA role offers flexibility in hours and scheduling. OAs will work in consultation with the hall supervisor to determine an appropriate schedule that does not exceed 20 hours a week. Scheduled hours will likely include evenings, weekends and holidays and 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.

- **Availability:** OAs should be sufficiently available to schedule up to 20 hours at the residence hall.
- **Holidays, Emergency Closures, Breaks and Vacation Periods:** While vacation time is not offered, OAs may trade hours with one another, with a supervisor's advanced approval, to allow for time away. To support residents remaining in the halls during university breaks/(emergency)closures, OAs may be scheduled to serve a portion of these periods.
- **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.
- **First Six Weeks:** The first six weeks of the fall semester are typically a busier time in the residence hall. This time includes move-in and welcome activities, as well as a surge in package delivery.

6. OUTSIDE/ADDITIONAL WORK

Participation in leadership roles and work experiences are an important part of one's educational experience. When choosing if you'll engage in outside/additional work opportunities it is important to ensure your academic program is prioritized first and that your OA role expectations can be successfully met. It is important that any outside/additional work be discussed with a supervisor so they can assist in offering support on time management and balance.

7. CORE RESPONSIBILITIES

RESPONSIBILITIES

In addition to the list below, other duties will be assigned as needed by the hall supervisors.

Community Development:

- Assist in any Resource Center programming;
- Contribute to community life in the residence hall and serve as a welcoming 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;
- 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;
- 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.

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 welcoming 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 Public Safety, Facilities and other stakeholder teams 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;

EXPECTATIONS

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

- OAs should prioritize responsibilities for their role during their assigned work times. Academic or personal projects should remain away with pending tasks, and should not distract the OA from responding to interactions at the 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 attire that they would wear to class or an internship while serving hours at the Resource Center. OAs may be asked to complete errands outside of the building so are advised to wear comfortable footwear;
- Meal breaks must be taken away from the Resource Center.

8. TRAINING + DEVELOPMENT

Training and development programs are important to the effectiveness, success, and strength of the RLHS community. These trainings will be coordinated in-hall by hall supervisors.

9. DATES

Below are important dates for the OA role.

APPLICATION + ONBOARDING

- OA roles are posted as needed on an ongoing basis. A large number of OA roles are posted and selected prior to the start of fall semester residence hall move-in.
- OA onboarding will occur once a role offer has been made. Onboarding will include necessary steps through the Wasserman Center for Career Development as well as Resource Center operation training.

FALL 2021

- Mid-December - OA appraisals facilitated
- Late-December - Final day of fall OA employment

SPRING 2022

- Mid-May - OA appraisals facilitated
- Commencement Day late-May - Final day of spring OA employment

10. FEEDBACK + APPRAISALS

Residential Life & Housing Services staff members are committed to facilitating learning, growth, and development of all OAs. Professional and graduate team members provide training, development, supervision, mentorship, feedback and support. To achieve the goal of personal growth and individual success, OAs participate in formal, informal, and experiential learning activities throughout their time in the role which include:

- Facilitated team, group, and individual meetings
- End of fall and end of spring semester appraisals
- Reappointment interviews, if applicable

11. (IN)CONSISTENCIES

Residential Life & Housing Services aims to meet our vision, mission, and values while acknowledging the unique needs of each of our residential communities. With our variety of facilities, locations, populations, architectural features, staff compositions, building sizes, and programmatic offerings, each hall will need various strategies to achieve our collective work. Below are examples of items that may be inconsistent and areas you can expect to be consistent across halls.

Identified areas where there may be inconsistencies

- Team development
- Frequency of shifts
- In-hall training
- Facilities management
- Team meeting dates and times
- Volume of mail and packages

Identified areas of consistency

- Role profile expectations and responsibilities
- Paraprofessional handbook expectations and responsibilities
- One on one meetings with supervisor
- Hourly wage
- RLHS policies and procedures
- Appraisal forms and timeline

12. COMPENSATION

In addition to an invaluable experience in leadership, skill building and teamwork, OAs receive an hourly wage.

13. STATEMENTS

ALCOHOL & OTHER DRUG USE

OAs in Residential Life & Housing Services are expected to serve as student leaders 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 OAs ability to exercise sound judgment or serve as an appropriate role model. OAs failing to adhere to these standards will be subject to performance action likely resulting in being released from the role. For more specific information on NYU policies please visit the Office of Student Conduct and Community Standards website and refer to the Residential Life Paraprofessional Handbook.

ETHICAL STANDARDS

OAs in Residential Life & Housing Services are required to respect the personal integrity of all residents and assure they be treated in a manner that is fundamentally fair. OAs 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.

MEDIA

OAs who receive requests specific to Residential Life & Housing Services policy should speak with their supervisor and will be referred to University Public Affairs before speaking with any press, including student publications; all other requests should be discussed with your supervisor.

SOCIAL MEDIA

Candidates should be aware that Residential Life & Housing Services, as well as many of the staff members employed by the office, maintains accounts on a variety of social media platforms. During the course of participation, the possibility exists that a staff member may encounter a personal profile or other information about a candidate. The office expects OAs and candidates to adhere to all local, state and federal laws and university policies as well as the office statements on ethical standards and alcohol use. Information obtained online that violates any of these laws, policies or statements may be considered during the selection process.

TEAM PLAYER

Paraprofessionals (RAs, RCAs, RLA, 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.

LEAD OFFICE ASSISTANT

2021-2022

ROLE OVERVIEW

The Lead Office Assistant (LOA) is a paraprofessional who assists in an elevated capacity in the implementation of the residential life and housing program in a specific residence hall. In addition to all of the Office Assistant responsibilities noted above on pages 1-6, LOAs provide enhanced administrative support to the hall team and residence hall Resource Center in residence halls that have identified a need for this role. The LOA reports to the Residence Hall Resource Manager (RHRM).

ADDITIONAL CORE RESPONSIBILITIES

RESPONSIBILITIES

In addition to the OA responsibilities listed in section 7 above, as well as any other responsibilities assigned by the hall supervisor, the LOAs are responsible for the following.

Community Development:

- Assist in the vision and execution of a welcoming Resource Center atmosphere;
- Assist in the decor of the Resource Center and create a space to feature all team members;
- Assist in training OAs and RAs in Resource Center operations;
- Assist in interviewing OA candidates;
- Assist in Resource Center team development and lead team-building activities at RC team meetings;
- Serve as a mentor and go-to resource person for the RC team;
- Facilitate OA appreciation initiatives;
- Assist in creating an inclusive community among OAs and RAs;
- Assist in the creation and facilitation of OA and RA training & development;
- Provide shadow shift opportunities for OAs and RAs to learn Resource Center services, functions and processes.

Administrative:

- Manage the Resource Center calendar, monitor and update for shift swaps, holidays, and changes in service hours;
- Report Resource Center, community and team need trends to the RHRM,
- Develop, edit and update training resources, manuals and websites as needed;
- Assist in management of space requisition process
- Complete mail runs and print weekly rosters
- Have a working knowledge of the StarRez system.

COMPENSATION

In addition to an invaluable experience in leadership and teamwork, the LOA receives an hourly wage.