LEAD STUDENT OFFICE ASSISTANT – BAUMHART HALL

POSITION DESCRIPTION AND EXPECTATIONS

The Lead Student Office Assistant (Lead SOA) is an integral member of the Baumhart Residence Life team, serving as one of the initial representatives of the department and Loyola University Chicago (LUC). The Lead SOA works in the Baumhart Residence Life office, assisting in the oversight of administration and delivery of services for the residence hall community. In addition to performing the duties of an SOA while working in the WTC Residence Life Office, the Lead SOA also assists in supervising the SOAs and manages the overall office operations. As the first contact to residents, visitors, and persons in and outside of the Loyola community, the Lead SOA must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in emergency situations. Additionally, as a supervisor and coordinator of desk operations, Lead SOA must demonstrate an ability to be a peer leader, while also employing the means to ensure effective operations of the desk. The SOA is a student employee and reports directly to the Lead SOA and the Resident Director (RD) in Baumhart Hall.

Minimum Qualifications

The Lead SOA must:

- Not hold another FWS funded position during their employment in the SOA position without prior written approval from the Assistant Director for Residential Services.
- Have a 2.5 cumulative GPA at the time of application and maintain a 2.5 cumulative and semester GPA for the duration of their employment.
- Be full-time registered students (undergraduates must enroll in no more than 21 and no less than 12 credit hours per semester; graduates must enroll in 9 credit hours per semester).
- Be and remain in good standing with the Department and University, including no significant or recent student conduct history.
- Are not required to have previous experience as a desk receptionist or SOA, though this experience is strongly preferred.
- Are not required to have Federal Work Study, but candidates with this funding eligibility are preferred.

General Expectations

The Lead SOA:

- Serves as a resource for residents, families and other campus community members and should be familiar with the services and opportunities provided by Residence Life, the Division of Student Development, and other university departments and offices.
- Will be knowledgeable of and able to communicate departmental procedures and policies to residents.
- Is expected to support the vision, mission, values, philosophies, and goals of the department as an employee of the department of Residence Life.
- Will help to create and maintain a friendly, respectful, and accepting atmosphere in Baumhart Hall.
- Will be expected to arrive on time for all scheduled shifts and communicate any necessary absences in a timely manner.

Role Modeling and Leadership Expectations

The Lead SOA is:

- Responsible for abiding by and upholding all residence hall and university policies.
- Expected to serve as a positive role model for all students. This includes but is not limited to modeling appropriate and mature behavior on and off campus as well as via digital and social media.
- Expected to fulfill all expectations as described and provided in training sessions, the Student Staff Manual, and through direct supervision.

Administrative Responsibilities

In addition to the SOA administrative responsibilities, the Lead SOA will:

- Receive and disseminate important information to SOAs in a timely and efficient manner.
- Create and update staffing schedules to ensure all desk shifts are covered.
Maintain a system to track hours worked by staff members and to facilitate requests to switch shifts, working in close consultation with the desk supervisor. This includes sending a bi-weekly “Reconciliation Sheet” to the Desk Supervisor prior to time approval deadlines.

Maintain and verify completion/accuracy for equipment and supplies.

Review the Wiki communication log completed by SOA staff and provide feedback, responses and follow-up for any pending items as necessary.

Maintain an accurate inventory of keys and temporary access cards for the hall.

Monitor supplies and equipment in the office and, when necessary, order replacements.

Develop and maintain an informational board in the hall lobby, highlighting important and relevant campus and departmental information, including but not limited to event fliers and calendars.

**Supervisory Responsibilities**

The Lead SOA will:

- Provide consistent and ongoing feedback to SOAs about their performance in carrying out all duties and responsibilities, as outlined in the DR position description and desk staff expectations.
- Complete yearly performance evaluation process for all members of their desk staff (Spring).
- Maintain regular communication with the Baumhart RD, including checking and responding to email.
- Conduct monthly one-on-one meetings with SOAs and/or periodically work alongside the SOAs during scheduled shifts.
- Provide on-going training and support for SOAs in understanding their role and the functions of the desk.

**Customer Service Responsibilities**

Lead SOAs:

- Are expected to maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
- Are expected to provide excellent customer service to students and parents by phone, email and in-person regarding any housing and residence life questions, concerns, and requests.
- Will uphold and maintain confidentiality with sensitive student information.
- Will be expected to maintain a high level of professionalism in communication with residents, staff and guests.
- Will become familiar with the different offices and services available to students at the University, specifically the Water Tower Campus, in order to make appropriate referrals to residents and visitors.

**Time Commitment**

Lead SOAs:

- Will be scheduled for no less than 5 and no more than 19.5 hours per week during the academic year. These hours will be scheduled between 8:30 am and 7:00 pm Monday- Friday and 10:00 am – 7:00pm on weekends. They will also be expected to complete administrative tasks outside of regular working hours and will be compensated for these hours.
- Will meet bi-weekly with the Baumhart RD.
- Attend, actively participate in, and lead any mandatory staff meetings and training sessions as scheduled. Staff meetings and training sessions are required for all DRs and need written approval from the Baumhart RD or Assistant Director for Residential Services if Lead SOA is not able to attend.
- Assist with office coverage during Fall, Thanksgiving, Winter, Spring, and/or Easter Breaks. Shifts for these breaks will be determined among the staff. No vacation/travel plans should be made until desk coverage has been assigned.
- Request and obtain approval from a supervisor prior to any shift changes or absences.

**Compensation**

Lead SOAs:

- Is compensated hourly at $13.50 per hour, paid bi-weekly via direct deposit.
- Is responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.
- Is not required to maintain Federal Work Study (FWS) funding for the duration of their employment, but this funding eligibility is preferred. Employees with FWS are:
  - Responsible for verifying and providing proof of FWS funding status at the start of employment as well as maintaining record of remaining funds throughout the academic year.