

## Residence Life Assistant Job Description

**Title:** Residence Life Assistant – Central Office

**Location:** Department of Residence Life Office, Mid-Campus RM 118

**Pay Rate/Class:** \$16.94/hour

### Residence Life Employment Program

This program empowers students to reach their full, personal potential in preparation for the workforce by developing practical and professional skills.

### Position Description:

The Residence Life Central Office Assistants are responsible for assisting with basic office administrative responsibilities within the Office of Residence Life. Residence Life Assistants assist in responding to student and guest questions, needs, and concerns that impact their safety. Residence Life Assistants are expected to assist during residence hall and campus emergencies as necessary.

### Hours per week:

Residence Life Assistants can work up to 20 hours per week based on availability. RLA's cannot work for any other campus department.

### Qualifications: *(Required-List qualifications)*

- Full-time matriculated CCSU student
- Undergraduate students must have a minimum 2.0 at the time of application and for the duration of employment. Graduate students must have and maintain a minimum 3.0 GPA at the time of application and for the duration of employment.
- All candidates must successfully pass a background check as a condition of employment.
- Offers are made for the academic year and all RLA's are required to participate in an employment review

### Preferred Skills:

- Previous Residence Life experience at Central or another institution
- Prior experience in a customer service role is highly desirable
- Proficiency with using Canva to create various flyers and marketing materials
- Friendly and welcoming demeanor

### **Student Learning Outcomes for this Position Include:**

- Develop and utilize professional communication skills, both verbal and written, when interacting with peers, supervisors, faculty and staff, students and guests.
- Exhibit teamwork and strong interpersonal skills by collaborating effectively with others to achieve departmental and university goals.
- Demonstrate professionalism by providing excellent customer service, anticipating customers' needs, and practicing effective listening skills.
- Apply critical thinking and effective problem-solving strategies to analyze situations, make informed decisions, and respond appropriately.
- Promote an inclusive work environment while gaining a deeper understanding of the diverse student population.
- Demonstrate professional accountability by understanding, following, and enforcing departmental policies, procedures, and processes.
- Make decisions grounded in ethical standards and uphold integrity in all aspects of the role, including upholding confidentiality of students' personal identifiable information.
- Display professional reliability through consistent attendance, punctuality, and follow-through on responsibilities.
- Strengthen general career readiness through the development of computer literacy and the ability to use technology to complete position-related tasks.

### **Job Duties:**

- Complete training.
- Answer phones and offer walk-in assistance to students, staff, faculty, and their guests.
- Provide light clerical support including typing, filing, scanning, mailing projects, and data entry.
- Assist with updating and maintaining housing process materials, training documentation and communication materials.
- Assist with running on-campus errands and supporting general office management.
- Provide support for New Student Orientation, Admitted Students Day, Open Houses and other special events
- Year-long employment (including winter, spring, and summer break periods unless time-off request is granted)
- Escorting contractors/Facilities staff members in the residence halls
- Delivering postings to the residence halls
- Assisting students who have become locked out
- Helping with special projects for the department

### **How to Apply:**

If you have an interest in applying for this position, please submit a job application to Sue Ventura at [sventura@ccsu.edu](mailto:sventura@ccsu.edu).