



Amherst College

Office of Human Resources

JOB DESCRIPTION

Title: Residential Life Operations Assistant

Department: Office of Residential Life Reports to title: Director of Residential Life

Full Time: X Part Time: _____ Date Prepared: 6/6/19

Job Group & Level: AO-3 Regular Daily Work Schedule: 8:00am to 5:00pm

Pay Type: Weekly X Monthly _____ Months Per Year: 12 Hours Per Week: 40

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

The Residential Life Operations Assistant is the first point of contact for the Office of Residential Life, communicating and interacting with students, staff and parents. The Assistant provides administrative support, including managing the office email, phone and web page as well as performs student housing support tasks. In addition, the Assistant is a mandated reporter, as are all persons in the Office of Residential Life. The Assistant takes appropriate actions to support a diverse workforce and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

60% Residential Life Office Support

- Welcome visitors and answer phones
- Respond to email and voice messages
- Update department correspondence documents for the current operating cycle for each term (for mass email to residents)
- Assist with the production of office brochures/marketing materials
- Update and edit the webpage
- Provide administrative support for central office projects and the Director

35% Housing Operations Support

- Manage damage billing by reconciling and sending bills, and sending appeal correspondence
- Maintain rosters and run requested reports, and send updated rosters to on-call staff weekly
- Assist Community Development Coordinators (CDCs) and the Assistant Director of Assignments and Operations with room change logistics
- Assist in creating/sending correspondence within the StarRez system
- Assist with the organization and coordination of the move-in/move-out process
- Co-coordinate storage logistics with central office staff
- Report maintenance issues to Facilities
- Attend and take notes during health and safety inspections

5% Performs other duties/functions as requested

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Straightforward operational interactions/communications such as providing, obtaining, and receiving information.

4. Education: (include certifications and licenses)

Required:

Associate's degree, or High School Diploma or equivalent and three years of related experience

Preferred:

5. Experience: (List specific skills necessary to perform this job)

Required:

- 1 year of related experience
- Proficiency in Microsoft Word, Excel and G Suite
- Strong written and verbal communication, interpersonal, organizational and time management skills
- Commitment to or experience working with a diverse community
- An acceptable criminal offender records information (CORI) check

Preferred:

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

- Lift, carry, push, and/or pull up to 20 lbs
 - Visual – normal concentration
 - Repetitive motions – hands, wrists, fingers
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7. Decision Making:

Determines how to carry out job responsibilities; makes operational/tactical decisions following established guidelines/ procedures/ policies; decisions and actions are regularly reviewed by supervisor.

8. Supervision Exercised/Received:

Moderate supervision received by the supervisor

Supervisory Responsibility: Yes _____ No X_____

Number of Employees Supervised: None_____

