



---

**FUNCTIONAL TITLE:** Service Assistant

**GENERIC TITLE:** Service Assistant

**NAME:**

**DATE:** February 27, 2009

**DIVISION:**

SD&CL

**DEPARTMENT:**

Residential Education & Services

**REPORTS TO (TITLE):** Service Assistant Coordinator

---

**STATEMENT OF PURPOSE:**

The Service Assistant (SA) is a staff member of the Office of Residential Education and Services. It is the responsibility of the SA to ensure an enthusiastic, inclusive, safe and welcoming environment for all residents and guests of the assigned community. The SAs are responsible for ensuring a secure community, by allowing only residents and properly signed in guests community building access. The SA is expected to act as a representative of the department and to utilize proper service etiquette when addressing the needs of all residents, staff members, and guests within the MSU Campus Community.

**MAJOR DUTIES AND RESPONSIBILITIES:**

**A. RESPONSIBILITIES:**

1. Ensure that demeanor and attitude is welcoming at all times.
2. Greet people as they enter & exit the building.
3. Remain alert and engaged in the building community at all times.
4. Follow all procedures for signing visitors in and out, and checking IDs to verify who lives in the building. The SA is responsible for keeping people who are not carrying proper identification, or who are not appropriately escorted, out of the halls. NOTE: No one is allowed to use a restroom unless that person is a registered, escorted guest in the building. An exception is made for buildings with public restrooms.
5. Be well acquainted with and enforce the rules, policies, regulations, and the use of procedures outlined in the Residential Education & Services Handbook, Student Code of Conduct, and the Residence Hall License Agreement within the residential community.
6. Be knowledgeable of the services being offered, which include things that are taking place within the Department of Residential Education and Services, as well as other departments campus-wide.
7. Keep a regular record in the desk duty log of incidents in the building, and complete detailed incident reports on these incidents.
8. Confront residents for violations of the conduct code when they occur. If there is a serious incident, the SA should contact UPD and the appropriate staff on-duty.
9. Actively participate in all training and meetings to serve the position more effectively.
10. Attend all meetings trainings and in-services at the direction of the Service Assistant Coordinator.
11. Keep address and phone number updated regularly with supervisor.

12. Create and maintain lobby bulletin boards with appropriate and current information.

## **B. COMMUNITY DEVELOPMENT**

1. Be aware of relationships between roommates, suitemates, and apartment mates and notice the structure of groups and their effects on others in the residential community.
2. Be observant of uncharacteristic behavior or potential crises, knowledgeable about the referral services for residents within the community, and make referrals when appropriate.
3. Responsible for handling any policy violation or disruptive situations arising in the residence halls at all times, not just when on duty.
4. Establish a close relationship with the Hall Council and attend at least one Hall Council meeting/event per semester.
5. In collaboration with the CD, SAC, and CA staff; plan, implement, and attend one hall wide "Welcome/Welcome Back" program the first week of each semester.
6. Support and attend other area/building activities as determined by the CD and/or the Assistant Director (i.e., RLC, traditional area events, hall meetings, etc.).
7. Recognize residents for the positive contributions that they make within the residential community.
8. Be a driving force in creating a positive attitude in each member of the residential community.
9. Reward, recognize and celebrate the residential community that you are living and/or working in.

## **C. CONDUCT:**

1. It is expected that you welcome all residents to the residential community; therefore lengthy conversations with your friends are not allowed.
2. Cell phone shall not be visible while at work. Supervisors reserve the right to confiscate cellular phones used in the workplace.
3. In order for you to maintain quality performance on the job watching DVD's, playing any personal games, and listening to personal music players as well as playing music at the front desk is not permitted. No personal music devices are allowed at the front desk. Personal computers will be allowed for academic purposes only. Personal music devices and personal computers used for non academic purposes may be confiscated.
4. Be conscious of the image you portray.
5. Name plates will be provided for the staff and should always be appropriately displayed.
6. Smile not only with your face but also with your voice and be positive and sincere.
7. Never say "I don't know" without following "But I can find!" Follow through with your opportunities for learning experiences and make sure that residents are satisfied with the results.
8. Please be aware that in order to insure the proper upholding of the position requirements, University records will be checked regularly for any conduct issues that might influence ones credibility in the position.

## **D. ATTIRE:**

1. Khakis, jeans, dress pants, shorts and/or skirts may be worn so long as they are of an appropriate length, are clean, wrinkle free, and have no holes.
2. Polos, sweaters, and t-shirts that are red, white, grey, and black. They must either be plain or have an MSU or Residential Education and Services logo on them. No letter or organization name should be on display.

3. Dress shoes, open-toed shoes (including flip flops) and sneakers are all acceptable; slippers and bare feet are not.
4. Hair should be clean and appropriately managed. Hats or bandanas will not be allowed.

## **E. QUALIFICATIONS:**

1. Outgoing, fun personality; and Positive Attitude.
2. Driven to deliver superior service by exceeding expectations.
3. Ability to work well as a team player; approachable.
4. Strong organizational and follow-up skills; ability to multi-task.
5. Excellent Verbal and interpersonal skills.
6. Presents a professional image in appearance, words, and actions.
7. On a daily basis execute the mission of the department as it relates to your position.
8. Preparedness.
9. The SA must be a full time matriculated Montclair State University student in good academic standing.
10. The SA must be in good judicial standing with the University.
11. The SA must be able to effectively communicate with others.
12. The SA must be able to work all scheduled shifts.
13. The SA must be able to write a clear and concise report and be able to submit it electronically and in a timely manner.
14. The SA must maintain a GPA of 2.3 or higher.

## **F. SCHEDULE AND HOURS**

1. Arrive 10 minutes prior to the beginning of the shift, be ready to work at the assigned time, and stay until the end of the scheduled shift.
2. Use appropriate paperwork to inform the supervisor of any and all shift changes.
3. Work all scheduled shifts. This includes being sick, having exams or special projects due for class, or if failed to get approval 24 hours in advance.
4. Find an approved replacement when unable to attend a shift.
5. Accurately reflect the hours worked in the duty logs and on the time sheets.
6. The SA must work all regularly scheduled shifts. SAs in Russ Hall, Clove Road Apartments, and the Village Apartments must work during periods of academic recess.
7. The desk is never to be left unattended.

## **G. COMPENSATION**

Service Assistants are paid on an hourly basis, with starting wages of \$6.75 per hour.