University Auxiliary Services at Albany
Campus Center B-52
518-442-5950
uas@albany.edu

JOB DESCRIPTION

Job Title: Student Assistant (temporary)  Department: Multiple
Supervisor: Manager  FLSA Status: Non-Exempt
Position Status: Student Part-Time Temporary  (less than 1,000 hours per year)

Last Updated: March 2022

Job Summary:
Student Assistant work under the guidance of the UAS management team to provide and continuously improvement services on campus and perform other functions as required. Specific responsibilities vary depending upon actual assignments, but generally include providing direct customer service, reviewing programs/services/equipment/events, answering questions, complaint resolution, accepting payment, compiling data, conducting research, completing quality assurance checks, tracking statistics, assisting to create print and digital materials, helping to maintain digital and physical informational and training materials (instructional guides/social media/posters/bulletin boards/digital displays), general office administration tasks, assisting with special events and activities, and opening/closing/maintaining offices. Work is conducted in-person and may require time seated in an office and/or moving about through campus both indoors and outdoors as organizational needs dictate.

Primary Responsibilities including Technical and Customer Service Responsibilities:

- Customer Service - provides prompt, friendly and professional customer service at all times
  - Greet visitors, answer telephones, respond to standard inquiries (may involve the recording of complaints for resolution)
  - Respond to customer inquiries regarding policies, procedures and services
  - Appropriately refer questions and inquiries to higher level team members for timely resolution
  - Capture ID Card ID photos as assigned
- Assist at ID Card service desk as assigned, checking balances, verifying access and meal plans, printing cards, accepting deposits and processing refund requests as assigned.
- Record transactions through computers and cash registers.

- Operations & Quality Assurance
  - Tour and check services in Dining, Vending, Laundry, Bookstore locations.
  - Maintain & inspect print and digital signage throughout campus.
  - Register and test door access and POS hardware.
  - Visit local “Off Podium” vendors to check for program compliance.
  - Mystery shop on and off campus locations for services, products and prices.
  - Assist with physical inventories.

- Marketing
  - Perform routine updates to communications and calendars.
  - Help identify, promote and evaluate marketing initiatives.
  - Assist in conducting marketing research and prepares research summaries.
  - Assist in tracking statistics for the UAS website and social media applications.
  - Help to design and prepare print and digital marketing materials.
  - Assist with events and activities, including online ‘events’ and promotions.

- Data & Analysis
  - Create and maintain databases and reports, including extensive use of EXCEL.
  - Compile, enter and analyze data and financial information.
  - Prepare informational summaries.

- Office and administrative
  - Conduct literature and web page reviews for content, accuracy and information.
  - Write and revise instructional materials.
  - Accurately file (hard copy and/or electronic) forms, records and documents.
  - Keep office clean and free of clutter, empty and clean dehumidifiers, dust and vacuum, wipe down counters and customer service windows, clean refrigerator, shred documents, complete mail tasks.
  - Maintain customer information displays and signage as assigned.
  - Maintains inventory of office supplies and notifies staff when replacements are needed.
  - Makes deliveries on campus.

- Organizes effectively and demonstrates the ability to work on tasks and projects both independently and in a collaborative environment as appropriate.

- Performs other functions in support of all UAS departments as assigned.
Communication Skills:

- Communicates effectively on a non-verbal level, dressing appropriately for professional work and events, maintaining eye-contact and appropriate posture
- Listens effectively, and seeks to understand. Demonstrates the ability to start conversations, ask relevant questions, obtain information, shows interest in others, seeks support and/or agreement, and tests understanding before providing input, feedback and/or solutions.
- Verbally communicates effectively, using appropriate voice level for various environments, being mindful of surroundings and the presence of others. Speaks clearly and adapts content to the receiver’s level of knowledge.
- Writes effectively, using proper grammar, punctuation, spelling, sequencing and detail for informal and formal communications.
- Collaborates effectively with others.

Physical Requirements:

- Occasional light lifting of up to 20lbs
- Extended periods of computer use
- Extended periods of walking (indoor & outdoor)

Required Knowledge, Skills and Abilities:

- Excellent communication and interpersonal skills
- Ability to work with diverse groups of people
- Proficiency in Microsoft Excel

Mandatory Qualifications:

- A full-time, enrolled undergraduate or graduate student at University at Albany
- Must be available to work 7-15 hours a week during the academic year as business dictates. This may include a flexible schedule with early mornings, nights, and/or weekends.

Preferred Qualifications:

- Academic Honors
- Leadership Role Experience
- Extracurricular Involvement
- Cash Register Work Experience
- Customer Service Work Experience
- Data Entry Work Experience
- Fluency in a 2nd Language
This job description in no way implies that the duties listed here are the only ones you can be required to perform. As an employee you are expected to perform other tasks, duties and training as directed by your supervisor or other UAS senior administrators.

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Employee Signature    Date