UVA Student Assistant Job Description

Job Title: Student Assistant
Reports To: Facilities Manager and Administrative Assistants
Department: RSSP- Facilities and Housing Services
Division: Student Affairs

Job Summary
Under the general direction and supervision of the Facilities Manager and the Administrative Assistants, this position is responsible for operating the University Village front desk and assisting all residents, guests, and staff. Duties include general office work, processing move-ins and move-outs and issuing keys. High levels of customer service, attention to details, and professionalism are expected at all times.

Scope and Impact
Work closely with residents and staff to maintain administrative, custodial, and maintenance operations across the family housing complex. Provide sound customer service, attend to customer complaints and requests, and use various resources to resolve issues. The University Village comprises 973 apartments across 71 buildings and houses over 2000 residents. The resident population includes undergraduate and graduate students, and their families.

Key Responsibilities

- Answer phone calls, make referrals, take messages, and transfer phone calls. Provide appropriate information while maintaining residents' privacy.
- Respond to emails sent to the administrative email account in a timely manner while ensuring accurate information is provided.
- Perform various tasks utilizing university-approved software and technology, such as Starez, TMA, etc.
- Create office forms and documents, proof official documents, copy documents, and send faxes.
- Create signage and notices for residents and staff.
- Stage and record apartment keys for numerous vendors; re-hang keys when returned. Submit work orders for lock changes and record changes on associated documents.
- Process residents who are moving in/out of the unit. Follow Intent to Vacate (ITV)/apartment turnover procedures.
- Coordinate maintenance, custodial, painting and administrative communication by submitting work order and custodial requests, updating apartment reconditioning wall calendars and printing out work orders for painters and custodial staff.
- Receive and process mail and packages for staff.
- Ensure office supplies are well stocked.
IIPP Requirements

Work in a safe and responsible manner while not putting others at risk. This includes complying with applicable policies and regulations, using personal safety gear, observing warning signs, learning about potential hazards, and reporting unsafe conditions.

Background Check Requirement

This position is subject to a criminal background check.

The position meets the following criteria:
1) Possession of building master or sub-master key access to residences and certain other facilities.
2) Access to detailed personal identity information which might enable identity theft, including but not limited to name, student/staff/affiliate ID number, telephone number, date of birth, and room number.
3) Operation of University vehicles.

Knowledge and Skills

Required
- Excellent customer service skills.
- Punctuality.
- Strong organizational, communication, and administrative skills.
- Ability to prioritize tasks and work independently.
- Strong time management skills.
- Diligent attention to details and accuracy, and strict compliance with established policies and procedures.
- Ability to interact professionally with a diverse campus community.
- Ability to follow oral/written instructions.
- Must pass a UCPD criminal background check.

Preferred
- Experience providing customer service and administrative support in a dynamic office environment.
- Aptitude for learning new software.
- Work Study.

How to Apply

Please submit the following to the Village Office by emailing village@berkeley.edu.
Required

- Resume
- Cover Letter
- Availability for work during our business hours (M-F 8:00am-7:00pm)

Preferred

- Current Work Study amount offered