RHO ASSISTANT POSITION DESCRIPTION

The Residence Hall Office assistant positions are open to full-time Georgetown University students including freshman, sophomore, junior, senior or graduate students.

RHO assistants must be in good academic standing from the time of the appointment through the end of the academic year.

RHO assistants are responsible representatives of the Office of Residential Services, and of the Division of Student Affairs as a whole. The RHO assistants are expected to conduct themselves in a manner consistent with the Student Code of Conduct, university policies and regulations and departmental standards.

Assistants should have good organizational skills, be problem solvers, maintain a positive attitude, work fast and accurately, work well under stress and be computer literate. Previous customer service related work is preferred, but not required.

General Responsibilities:

Assist the Residence Hall Office manager in the general administrative tasks of the Residence Hall Office.

Available to work through the academic year until the Wednesday before graduation. Late housing will be provided at no charge. Every effort will be made to have the assistants remain in their spring assignment.

Specific Responsibilities:

1. Promote good customer service.

2. Maintain the security of the residence hall by adhering to the key control policy.

3. Assist Residential Services with occupancy control, including maintaining accurate key card records.

4. Attend joint meeting with GUPD & RHO staff.

5. Dispense and maintain accurate records of packages.

6. Efficiently perform administrative tasks and general responsibilities as outlined by the Residence Hall Office manager and the RHO manual.

7. General office work, including responding to student inquiries, answering phones, using a computer and filing. Maintain the general cleanliness of the RHO to include dusting and vacuuming; maintain equipment by changing vacuum belts and emptying bags.

8. Hand deliver and pick up mail and office materials as necessary.
9. Check bulletin boards in the lobby and discard outdated posters.

10. Check lobby area for cleanliness. Organize and keep newspapers and fliers neat in lobby area.

11. Work scheduled RHO hours including exam period, Thanksgiving, Spring Break and Easter. Assist in the closing of the residence hall or the apartment complex. All assistants are required to work at least one break. There are no exceptions. The breaks will be divided among the staff. Anyone who is scheduled and does not fulfill Thanksgiving, Easter and Spring Break coverage due to resignation or termination will have $100 charged to his/her student account.

12. Attend all staff meetings and in-service training sessions.

13. Contribute to the quality of life in the residence hall community by sharing ideas and information with the staff and residents.

14. Conduct all RHO duties in a professional manner. Confidentiality is a major component of this professional manner. Student concerns, problems or questions, whether directly involving yourself as an RHO assistant or simply discussed in the office, should not be discussed outside the office. A student's right to privacy and confidentiality should be respected at all times.

15. Complete other projects as assigned by the Residence Hall Office manager.

Sample Projects

a. Follow-up on trouble maintenance requests.

c. Prepare hall notices.

d. Distribute posters/announcements/or other materials throughout the residence halls.

e. Dispense surveys (i.e. interests, campus ministry, maintenance).