

## Position: Administration Office Assistant

The NDSU Memorial Union provides student employment opportunities that intentionally promote the development of transferable skills and growth in interpersonal communication, problem solving, critical thinking and professional development.

**Student Employee Learning Outcome:** Student employees will learn the qualities of Customer Service which is the cornerstone to the success of a business.

Duty/Responsibility No:	1	Statement of duty/responsibility:  Administration Office
Percent of Time:	90	
<p>Act as a greeter to customers and gain knowledge of campus resources, answer telephones, make copies/send faxes, update office copies and files, receive/route office mail, assist customers with last minute equipment or room requests</p> <p>Review reservation request forms for completeness, advise student groups on event planning issues. File reservations and catering orders once they are processed. Review once a week the Catering Service orders and the Rec &amp; Outing reservations.</p> <p>Review student employee time sheets, prepare new student employee files, data entry student employee training requirements, receive and process student employee applications and termination files.</p> <p>Attend required student employee staff development meetings and programs.</p> <p>Miscellaneous office work</p>		

Duty/Responsibility No:	2	Statement of duty/responsibility:  MU Staff Projects
Percent of Time:	10	
Miscellaneous and research projects from fulltime staff.		

<b>Duty/Responsibility No:</b>	3	<b>Statement of duty/responsibility:</b>  Work Safely
<b>Percent of Time:</b>	100	

Duty/Responsibility No:	4	Statement of duty/responsibility:  Provide excellent customer service and work effectively in a team environment.
Percent of Time:	100	

Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task)

- Provide prompt, courteous and efficient excellent customer service to all visitors, students, faculty and staff.
- Establish and maintain strong, supportive and positive working relationships with co-workers and customers.
- Maintain a high level of morale within the department and present self as a positive role model.

Duty/Responsibility No:	5	Statement of duty/responsibility:  Memorial Union Student Employee Development
Percent of Time:	100	
Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task) <ul style="list-style-type: none"><li>• Attend Fall Student Team Training each year</li><li>• Complete all required University annual trainings: Baseline Safety Training, Preventing Sexual Harassment Training and Student Employee Handbook quiz.</li><li>• Actively participate in fall and spring semester workshops.</li><li>• Complete self-rating portion of the Memorial Union student employment evaluations each semester.</li></ul>		

<b>SPECIFIC SKILLS OR EQUIPMENT REQUIRED</b>	<b>Requires use/operation of (could include computer software/hardware, tractors, lab equipment, organizational/prioritization ability, interpersonal/oral/written communication skills, customer oriented/service, detail oriented, etc.):</b>
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
<u>Employee is required, with or without accommodations, to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand				
Walk				
Sit				
Use hands dexterously (use fingers to handle, feel)				
Reach with hands and arms				
Climb or balance				
Stoop/kneel/crouch or crawl				
See				
Talk or hear				
Taste or smell				
Lift & carry: up to 10 pounds				
up to 25 pounds				
up to 50 pounds				
up to 75 pounds				
up to 100 pounds				
more than 100 pounds				