

## Position: Student Activities 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 employed in the Activities Office for at least one semester will be able to articulate how their sense of responsibility, communication, customer service and critical thinking skills have developed and how that aids in career development.

Duty/Responsibility No:	1	Statement of duty/responsibility:  Front Desk Reception
Percent of Time:	85	

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

- Responsible for appropriate customer and public reception that meets customer needs.
- Respond to questions that may concern policies and procedures verbally, by written correspondence or electronic mail, or refer as needed.
- Assist in coordinating incoming and outgoing mail.
- Schedule appointments and meetings for SAO staff.

Duty/Responsibility No:	2	Statement of duty/responsibility:  Special projects as assigned
Percent of Time:	15	
Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task) <ul style="list-style-type: none"><li>Complete projects as assigned by SAO staff.</li></ul>		

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

<b>Duty/Responsibility No:</b>	4	<b>Statement of duty/responsibility:</b>
<b>Percent of Time:</b>	100	Provide excellent customer service and work effectively in a team environment.
<b>Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task)</b> <ul style="list-style-type: none"> <li>• Provide prompt, courteous and efficient excellent customer service to all visitors, students, faculty and staff.</li> <li>• Establish and maintain strong, supportive and positive working relationships with co-workers and customers.</li> <li>• Maintain a high level of morale within the department and present self as a positive role model.</li> </ul>		

<b>Duty/Responsibility No:</b>	5	<b>Statement of duty/responsibility:</b>
<b>Percent of Time:</b>	100	Memorial Union Student Employee Development
<b>Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task)</b> <ul style="list-style-type: none"> <li>• Attend Fall Student Team Training in August 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>
--	---

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	✓			

North Dakota State University is an Equal Opportunity/Affirmative Action Employer