



Savannah State University Position Description – Staff Assistant

POSITION DESCRIPTION

Position Title: Staff Assistant FLSA Status: Nonexempt
Reports to: Dir-Center for Residential Services and Programs
Department: Student Affairs
Date Prepared: June 2003

BASIC FUNCTION

The incumbent in this position is responsible for performing work associated with the management of the housing unit of Auxiliary Services. The incumbent is also responsible for performing work associated with the Department of Physical Operations, as well as routine maintenance requests of the residence halls and other Auxiliary units.

The primary responsibility of this position is to serve the residents in all matters of their everyday life including handling questions regarding accounts and providing guidance and advice while making the residence halls a comfortable and safe place to live.

NATURE & SCOPE

Reporting to the Director of the Center for Residential Services and Programs, the incumbent has the authority to make decisions regarding student accounts and other student-related matters that do not pertain to budgets. This position is also involved in helping to build teams to maintain the “Residential Newsletter”, and requires expertise in the BANNER system, WiniAmecs, Crowley-Data-card system, Excel, Publisher, Front Page, and other skills acquired through job experience and/or prolonged vocational training.

This position maintains inventory for the Center for Residential Services and Programs and for each of the Traditional Residence halls. This position also helps to manage the flow of checks from students wanting to reserve a room in the residence halls by entering the appropriate amounts into the BANNER system.

PRINCIPAL ACCOUNTABILITIES

- Accountable for preparing and reviewing housing contracts and applications in addition to receiving and processing room deposits while responding to student inquiries about housing
- Responsible for handling room and meal plan arrangements
- Charges fees using BANNER in addition to explaining account matters to students concerning their balances
- Requests maintenance for residence halls for things such as repairs, lock charges, or phone line checks
- Prepares reports, assists other departments, maintains residential newsletter and website, and helps to solve resident problems

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

The position requires knowledge in the following specialized areas; Microsoft Office (Word, Excel, Access, Power Point, Publisher, Outlook), Front Page, Procurement Program, Crowley Data Card System, BANNER student system, knowledge about contracts and procedures regarding housing, creating proposals, filing, grammar, typing and creating correspondence.