

Position Description

POSITION PROFILE

Position Title: Residence Life Student Assistant

EOU Department/College: Residence Life and Housing Operations

EOU Supervisor Title: Jeremy Jones, Housing Director

Typical Job Duration: Academic year, with the possibility of summer employment depending on the operational needs of the Residence Life and Housing Operations department.

Job Level: \$13.70 / hour, level 2

Type of Schedule/Typical Hours: Part-time; hours are flexible and include evenings and weekends to accommodate the schedules of the residence life activities and the needs of stay-over students.

Typical Number of Hours Per Week: 10-15 hours, with potential for additional hours during peak times such as move-in/move-out periods or special events.

POSITION INFORMATION

Student Position Description Summary:

The Residence Life Student Assistant supports the safety and welfare of students within the university residence halls. This role involves conducting daily walkthroughs, safety audits, welfare checks, and being proficient in the use of campus safety tools and communication platforms like email, Google Sheets, and THD Mobile.

Job Duties/Responsibilities/Essential Functions:

- Conduct building and grounds walk throughs
- Conduct daily check ins with stay over students
- Assess students for safety or welfare concerns
- Report any suspicious behavior to Campus Security
- Report and student concerns to the appropriate parties
- Compile and send daily reports

HIRING CRITERIA

Minimum Qualifications:

- Must be currently enrolled at EOU and maintain good academic standing.
- Proficiency in using Google Sheets, THD Mobile, and other relevant software for reporting and communication.
- Demonstrated ability to handle sensitive situations with discretion and professionalism.

Preferred Qualifications:

- Previous experience in a customer service or support role, preferably within a campus housing setting.
- Strong interpersonal and communication skills.
- Ability to respond effectively to emergencies and crisis situations.

Desired Knowledge, Skills & Abilities:

- Strong organizational and time management skills to effectively manage multiple tasks.
- -A commitment to providing excellent service and support to students.
- Ability to work independently and as part of a team in a dynamic environment.

STUDENT LEARNING OUTCOMES

As a result of completing this internship, the student will:

Academic Learning Outcomes:

- Develop practical skills in residential management and student support services.

Industry Learning Outcomes:

- Gain insights into the operations of higher education residential life, including safety protocols and student welfare management.

Career-Readiness Learning Outcomes:

- Build critical skills in communication, crisis management, and problem-solving that are essential for careers in student affairs, education administration, or related fields.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework