

STUDENT POSITION: Business Services Specialist

REPORTS TO: Housing Office Manager – Housing Office

DESCRIPTION: The Business Service Specialist (BSS) position is a front desk position within the Offices of Housing & Residence Life (HRL) that supports the staff within the offices as well as students, parents, faculty, and campus staff. This position provides opportunities for students to create a welcoming environment for everyone that interacts and engages with the office. BSS's need to approach tasks as critical thinkers, creative problem solvers, and responsible leaders. Other BSS responsibilities include assisting with lockouts, completing computer data entry tasks, responding to questions regarding housing processes, connecting students and parents to resources on campus, speaking confidently & comfortably, and collaborating with other HRL staff. There is an opportunity to continue on in the role during the academic year pending summer performance and availability.

QUALIFICATIONS:

- Preferred knowledge of residence halls and campus resources
- Basic computer skills required
- Ability to process detailed information in a timely manner
- Well-developed interpersonal skills, including the ability to articulate Housing information with patience, understanding, and confidence
- Ability to work well under pressure and demonstrate flexibility when unanticipated issues arise
- Be in good conduct standing with the University
- Time management. Ability to be promptly on time to assigned shifts.

HOURS:

- 10-15 hours per week with the opportunity to work up to 40 hours per week
- Shifts are available from 8:00AM - 5PM, 5 days a week
- You are expected to work both morning and afternoon shifts
- Training begins in May. (3) 2- hour shifts of training must be completed before summer shifts begin.

COMPENSATION:

Hourly compensation rate: **\$17.75 per hour**

***Summer 2024 housing accommodation - double shared accommodations
(Not mandatory to live on)***