

SECTION 1. POSITION INFORMATION

a. Class No./Title: 0103 - Office Specialist 1	b. Competency Level:
c. Effective Date 7/1/2013	d. Position No: Hxxxxxx
e. Working Title: Housing Office Assistant	f. Work Unit: Residence Hall
g. Agency No.: 58018	h. Agency Name: Oregon Tech
i. Employee:	Supervisor: Joanna Abbott
j. Work Location: Klamath Falls-Housing	
k. Position : Full Time Permanent Regular Hours	
l. FLSA: Non-Exempt	Eligible for Overtime: Yes

SECTION 2. PROGRAMMING INFORMATION

a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.

The Office of Housing and Residence Life strives to build an on-campus community that promotes academic success and fosters personal growth. The Residence Life program is designed to augment the formal experience of the classroom and laboratory, while providing opportunities for residents to meet others from diverse backgrounds and cultures, and to develop a sense of community within the Residence Halls.

This position will serve the entire on campus population as the first person students and guests will see when they enter the Housing Office.

b. Describe the purpose of this position and how it functions within this program by completing this statement:

The Office Specialist 1 will support the mission and goals of the Office of Housing and Residence Life by being responsible for general office tasks (including customer service, phone, email, fax), entering data into the Housing Management System, and other tasks as defined by the Director of Housing and Residence Life and the Administrative Coordinator.

SECTION 3. DUTIES

a. Major Duties

Provide excellent customer service, answer phone/email, data entry, process office mail. (95%)

b. Marginal Duties

Schedule meetings, order office supplies, etc. (5%)

SECTION 4. WORKING CONDITIONS

Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.

SECTION 5. GUIDELINES

a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.

Student Housing Handbook, Housing contract terms and conditions (to help students understand the contract), Housing and Residence Life employee manual, Oregon Tech policies and procedures, FERPA guidelines

b. How are these guidelines used to perform the job?

In order to serve student needs, this position needs to understand the Housing contract terms and conditions, timelines for Housing related tasks, as well as the policies and procedures used within Housing and Residence Life from both an administrative perspective as well as from the student perspective.

SECTION 6. WORK CONTACTS

With whom outside of co-workers in this work unit must this position regularly come into contact?

Who Contacted	How	Purpose	How Often
Campus residents	in person, phone and email	Provide customer service, gather information, answer questions	Daily
Faculty/Staff	in person, phone and email	Schedule meetings, answer questions, coordinate other information as needed	Daily
Community Members	in person, phone and email	Provide information, answer questions, and assist with event promotion.	daily-weekly
Parents/Family	in person, phone and email	Provide information as appropriate, answer questions and assist within interpretation of Housing terms and conditions of the contract	daily-weekly

SECTION 7. JOB-RELATED DECISION MAKING

Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.

This position can prioritize assigned tasks, keeping in mind an in person customer is the first priority. This may mean that other tasks are interrupted while in progress , so this positions will need to possess excellent organizational and communication skills to ensure all assigned work is completed even if help is needed to meet deadlines.This position will make initial determination on how to best meet the student, guest or customer's needs when presenting in the Housing Office, but is expected to consult with others in the office when needed.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

This position receives general supervision from the Director of Housing and Residence Life. Work may be received from several members of the Housing and Residence Life Staff. Work will be reviewed on a regular basis for accuracy, timeliness, and conformance to guidelines and procedures.

Formal evaluation will take place every 3-6 months for the first year and will continue annually after the initial period of employment. The purpose of the review is to ensure quality customer service is occurring, and that accurate and helpful information is being shared. Further development and knowledge about Housing and Residence Life as well as Oregon Tech will also be offered.

SECTION 9. ADDITIONAL JOB-RELATED INFORMATION

Any other comments that would add to the understanding of this position:

This position requires a great deal of customer service skills and ability. This position will be seen as the representative for many of Housing and Residence Life and needs to maintain a professional environment at all times. This position is one where all kinds of questions about housing as well as Oregon Tech and Klamath Falls will be asked-this position is expected to answer all inquiries with respect and professionalism.

This position work space is in a building that can be quite warm at all times of the year-there is no air conditioning in the summer, and the heat in the winter can be quite warm.