

**Position Title:** Office Assistant

**Office Background**

The Office of Rights & Responsibilities (R&R), housed in the Department of Resident Life, administers rules, manages the conduct process for the residence halls and affiliated properties, adjudicates the UMD Code of Student Conduct and Residence Halls Rules, and promotes student safety, well-being, learning, and accountability. The R&R office serves four primary goals:

1. Maintain the safety and necessary order for an academic residence community
2. Determine accountability for prohibited behavior
3. Foster among students an understanding of their responsibility as community members
4. Promote student well-being and personal development

The Office of Research & Assessment (R&A), housed in the Department of Resident Life, conducts assessment projects related to student engagement, learning and satisfaction to enable data-informed evaluation and decision making.

**Position Description:**

The Office Assistant provides support for both the R&R and R&A offices. This is an hourly position for registered UMD students. This position is for the Fall 2023 semester with an opportunity to begin working over the summer. This is an in-person position. OAs should be prepared to work approximately 10 hours per week (with opportunity for slightly less or slightly more hours). Minimal clerical skills are preferred. All training will be provided.

A general overview of the tasks an OA can expect to participate in daily are:

- Answering phone calls and responding to emails and inquiries from students, staff members, faculty members, university officials, support people including parents or advisors, and attorneys with accurate information.
- Assisting with computer/typing tasks, proofreading and editing, filing, record keeping, copying and collating.
- Maintaining student records up to date by scanning, redacting, and updating documents.
- Assist with opening and closing the office (depending on work schedule).
- Work on projects as assigned by R&A which may include troubleshooting and creating assessments & surveys using Qualtrics software
- Assist in writing data-drive reports and reviewing statistical analyses
- Other projects as assigned that support the administrative functioning of R&R and R&A

**Expectations:**

- Be on time
- Maintain a clean shared workspace
- Complete all work assigned in a timely manner
- Maintain professional and respectful demeanor. Utilize thoughtfulness and care for sensitive situations.
- Maintain confidentiality for any student data and information