



Orientation Assistant Position Description

Basic Function

The Orientation Assistant (OA) position is a live-in position responsible for assisting the Office of Housing and Residence Life with preparation and delivery of Orientation accommodations services. The OA position is a part-time, student leadership opportunity. The duties consist of, but not limited to: set up and break down of rooms, inventory of supplies and rooms utilized, administrative duties, customer service relations, and assistance with facilities issues. Average work hours per week: 15.

Minimum Qualifications

1. Completed at least 12 credit hours of college coursework: completed one semester college coursework at FGCU and be enrolled for the Fall.
2. Be a student in good academic and judicial standing at FGCU with a minimum cumulative grade point average (GPA) of 2.5: must embody FGCU spirit.
3. Possess capability to work in a 5-story residence hall and be physically able to assist in coordinating emergency evacuation procedures as required.
4. Possess a team-oriented philosophy, positive attitude, and high energy for customer interactions.
5. Possess strong communication and administrative skills.
6. Ability to establish and maintain cooperative working relationships with a diverse multi-cultural environment.

Special Position Notes

Finalists must successfully complete a criminal record check, which requires fingerprinting. OAs will not be permitted to work another job without the approval of the Housing Administrators.

Specific Duties and Responsibilities:

Peer Support

1. Develop and maintain on-going professional relationships with fellow staff.
2. Respond to emergencies involving residents and guests in the residence halls.
3. Be willing to assist in all housing areas when conference schedule requires additional staffing.
4. Assist fellow staff in completing assignments and meeting deadlines.
5. Work in conjunction with the Housing staff, specifically the RA staff, in performing their duties, specifically with emergency situations.

Customer Service

1. Assist Orientation guests with check-in procedures.
2. Demonstrate initiative in greeting Orientation guests at area desk and residence halls.
3. Maintain regular contact with Coordinator of Summer Conferences to ensure timely accurate flow of information.
4. Follow-up with guests concerns and questions in a timely manner.
5. Serve as an information resource for Orientation guests.
6. Treat all Orientation guests' in a respectful and helpful manner.
7. Tactfully and effectively handle disciplinary situations and individuals.
8. Respect the confidentiality of communications between Orientation guests and the Office of Housing and Residence Life-Conference Programs.

General Orientation Preparation and Operation

1. Assist in preparation of Orientation housing facilities.
2. Inspection of each apartment before each Orientation for cleanliness and maintenance issues.
3. Investigate, report and follow-up on damage to suites, hallways and community areas.
4. Assist in reporting maintenance and housekeeping concerns. Address minor concerns when possible.
5. Inventory of Orientation supplies (i.e. keys, linens, pillows, blankets, etc.).
6. Assist with other duties and projects as assigned by the Coordinator of Summer Conferences.
7. Meet and communicate regularly with Coordinator of Summer Conferences.
8. Serve as a referral/resource person to Orientation participants.
9. Work will consist of day shifts and some night duty.

Orientation Assistant Expectations

1. Attend and participate in all staff meetings.
2. Attend and participate in all training, preparation and debriefing sessions.
3. Become familiar with campus resources and contact procedures.
4. Understand, explain, follow and enforce all University and Housing Office policies and regulations.

Orientation Assistant Duty

1. Any changes to the duty schedule must be approved by the Coordinator of Summer Conferences.
2. Complete an accurate time sheet as required by the Coordinator of Summer Conferences.
3. Be on-call during the week, respond to emergency situations and report to Coordinator of Summer Conferences/AOC.

Front Desk and Customer Service

General Duties include:

1. Welcome visitors!
2. Adhere to the mission statement of FGCU and the Office of Housing and Residence Life.
3. Assist Orientation guests/students/parents/university personnel who approach the desk and make referrals when necessary.
4. Enforce FGCU and Housing policies, rules, and regulations.
5. Document violations and submit information reports.
6. Perform assigned clerical duties.
7. Answer the phone and provide callers with appropriate information.
8. Perform other duties as assigned and deemed necessary by the Coordinator of Summer Conferences, Assistant Director, Resident Director, Program Assistant and other Housing Administrators.

Remuneration

Housing contract for a single room and stipend for \$800.00