

## Administrative Services Student Office Assistant Position Description

Revised: October 2019

DOR Administrative Services Student Office Assistants are often the first point of contact students and families have with ISU. Serving as the main reception for the DOR Administrative Services, our student staff serves as the face of the DOR and ISU to students, families, faculty, staff and others. They help us create a friendly, welcoming atmosphere when greeting visitors while representing the ISU and the DOR with professionalism and enthusiasm.

Our student staff also assists with the use of AccessPlus and navigation of the ISU, DOR and ISU Dining Web sites. They are knowledgeable on almost all aspects of the Cyclone experience. Additional duties include responding to phone calls and e-mails, data entry and management, large-scale mailings including collating / folding / stuffing letters and labeling envelopes, alphabetizing and filing, other duties as requested.

The DOR promotes excellence through diversity and encourages all qualified individuals to apply for student employment. We are looking for students who represent our student population in age; gender; race and ethnicity; sexual orientation; religion; city, state, country of origin; personality; major and career goals; campus involvement; and personal interests. The DOR and ISU are committed to developing and implementing a program of nondiscrimination and affirmative action, a responsibility we accept willingly because it is the right and just thing to do.

### **SALARY and SCHEDULE**

Starting salary is **\$10.00 an hour**, with opportunities for increases up to \$11.00 per hour the longer you work with us. Work Study funds are accepted, but are not a requirement.

We are happy to work around your class schedule. The DOR Administrative Services office is open **8:00 a.m. to 5:00 p.m., Monday – Friday**. **Please Note:** ISU students may not exceed a combined total for all campus employment of 20 hours per week during the academic year and 40 hours per week during break periods and summer. Please consider this if you plan to work for other campus offices or departments in addition to DOR Administrative Services.

### **BENEFITS**

Working for the DOR Administrative Services is a great springboard to other career opportunities – regardless of your field of interest. By working in our office you will, sharpen your interpersonal communication and customer service skills, enhance your problem-solving abilities, learn more about campus and DOR resources, develop professional relationships with students and staff, acquire valuable leadership skills and work in a fun and challenging atmosphere with great people.

### **NECESSARY QUALIFICATIONS FOR ALL STUDENT EMPLOYEES**

- Good academic standing, maintaining a **cumulative GPA of 2.50** or better.
- Availability to work Monday – Friday, during the hours of 8:00 a.m. to 5:00 p.m.
- On-campus living experience at Iowa State University preferred, but not required.
- Excitement and pride for ISU and a willingness to learn about and share all aspects of the Cyclone experience.
- Ability to present and represent ISU, DOR and ISU Dining with enthusiasm.
- Understanding and appreciation of the diverse experiences of students, visitors, and members of university communities.
- Customer service, communication and problem-solving skills
- Dependability, flexibility, unflappability, and self-confidence.
- Attention to detail and organization – including knowledge of the alphabet.

### **APPLICATION PROCESS AND CHECKLIST**

Interested students may apply to be a **DOR Administrative Services** student employee by submitting the following application materials. Incomplete applications will not be considered:

- Completed Administrative Services Student Employment Application.
- Separate sheet with answers to the Employment Questionnaire.

Return application materials to: **Department of Residence Administrative Services, 2419 Friley Hall, Ames, IA 50012**



**Administrative Services Student Office Assistant Employment Application**

Revised: March 2019

Please complete ALL sections of this application and attach all supplemental information. Incomplete applications will not be considered.

**Student Information - Please Print Clearly**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ ISU ID#: \_\_\_\_\_

ISU Email: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**Current On-Campus Assignment (if any):**

Hall/Bldg.: \_\_\_\_\_ House: \_\_\_\_\_ Room/Apt. #: \_\_\_\_\_

**Home / Forwarding Address:**

Street Address: \_\_\_\_\_ Apt. #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

**Availability**

**Please complete the schedule information on the back of this application. Applications without schedules will not be considered.**

Are you available to work during summer 2020?  Yes  Maybe  No Are you eligible for Work Study?  No  Yes – Amount: \_\_\_\_\_

Are you willing to work during the following breaks? (Check if Yes)  Thanksgiving  Winter  Spring

Do / will you work for any other ISU office or department?  No  Yes – Where: \_\_\_\_\_

**ISU Experience**

Class Year:  FR  SO  JR  SR  Grad Major: \_\_\_\_\_ GPA: (cumulative) \_\_\_\_\_

Have you ever lived on campus at ISU?  No  Yes – Where: \_\_\_\_\_

Will you live on campus next Fall / Spring?  No  Yes – Where: \_\_\_\_\_

What activities, organizations, clubs, athletics, etc. have you participated in while at ISU? \_\_\_\_\_

**Background Information**

Have you ever been convicted, received a deferred judgment or sentence, paid a fine, served probation or pled guilty or no contest of a felony or misdemeanor, including traffic violations? If yes, for what, where, and when? *A criminal record is not an absolute bar to employment but will only be considered in relation to specific job requirements.*

No  Yes – Please explain: \_\_\_\_\_

Have you ever been terminated, discharged, dismissed, or involuntarily separated from employment?

No  Yes – Please provide company names and details: \_\_\_\_\_

**Work Experience – Please list most recent first. If you do not have an employment history, you may list volunteer or service experience.**

Business Name: \_\_\_\_\_

Business Phone: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Position Held: \_\_\_\_\_

Dates Employed: From - \_\_\_\_\_ To - \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Responsibilities: \_\_\_\_\_

Business Name: \_\_\_\_\_

Business Phone: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Position Held: \_\_\_\_\_

Dates Employed: From - \_\_\_\_\_ To - \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Responsibilities: \_\_\_\_\_

**Personal Reference – Please do not list relatives/family members.**

Reference Name: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

E-mail: \_\_\_\_\_

Why is this person a good reference for you? \_\_\_\_\_

**Schedule Information – Please cross out times you ARE NOT AVAILABLE to work.**

Office Hours	Time	FALL 2019				
		Mon	Tues	Wed	Thurs	Fri
Below are historical office hours for varying points of the year. Future office hours may vary. <u>Academic Year</u> 8:00 AM – 5:00 PM <u>Summer</u> 7:30 AM – 4:00 PM	7:30 AM - 8:00 AM					
	8:00 AM - 8:30 AM					
	8:30 AM - 9:00 AM					
	9:00 AM - 9:30 AM					
	9:30 AM - 10:00 AM					
	10:00 AM - 10:30 AM					
	10:30 AM - 11:00 AM					
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	1:00 PM - 1:30 PM					
	1:30 PM - 2:00 PM					
	2:00 PM - 2:30 PM					
	2:30 PM - 3:00 PM					
	3:00 PM - 3:30 PM					
	3:30 PM - 4:00 PM					
4:00 PM - 4:30 PM						
4:30 PM - 5:00 PM						

**Employment Questionnaire – Please answer the following questions on a separate sheet and submit with your completed application.**

1. What do you know about the Department of Residence?
2. Why is living on-campus valuable to the student experience?
3. Why do you want to work in our office?
4. Why should we hire you?
5. What does good customer service mean to you?
6. What makes you unique?

**Application Agreement and Signature**

- I, the applicant, authorize Iowa State University to use the information and statements contained in this application to determine my qualifications for employment. I authorize Iowa State University to make inquiries of my former employers regarding my previous duties, responsibilities, performance, compensation, and eligibility for rehire. In addition, I authorize Iowa State University to conduct additional reference checks that may include reference referrals from previous employers.
- I understand that a comprehensive background check may be conducted to determine my eligibility for hire. This may include but is not limited to: verification of degrees, investigations of criminal and/or conviction records, driving records, and/or a drug screen test as required by U.S. Department of Transportation regulations or university policies. I also understand that medical, psychological and/or physical demands examinations may be required for certain positions. Therefore, I understand that offers of employment will be conditional and that my employment will depend on successful completion of any conditions of employment that are contained in the Iowa State University vacancy announcement or in university policies.
- I release Iowa State University, as well as other entities or persons from which information is sought or obtained, from any claims I may have on the University's decision to conduct a reference or background check or the consequences of that check.
- I certify that all statements made in my application are true and accurate, and that I have not omitted any material information or provided false or misleading information. I understand that any material omission or misrepresentation may result in my disqualification from consideration for employment or, if discovered after I begin employment, may result in my termination.
- If hired, I agree to abide by the policies of Iowa State University.
- I certify that I have read, and agree with, these statements.

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return your **COMPLETED** Application to:

Mail: Department of Residence  
2419 Friley Hall, Ames, IA 50012

Phone: 515-294-2900  
Fax: 515-294-0623

E-mail: [housing@iastate.edu](mailto:housing@iastate.edu)  
Facebook: <http://www.facebook.com/ISUDOR>