

Residential Service Assistant Position Description

Department Summary

The Residence Life Office creates an engaging residential environment that fosters students' overall development, well-being, and intercultural education. Our goal is to support student success, graduation, and holistic preparedness for active engagement in a global community.

Position Summary

The Residential Service Assistant (RSA) position provides resident students on campus with excellent customer service with processing mail and packages and other services like providing lockout assistance and check in/out services. RSAs work to assist residential students on campus and provide a critical service to the residential campus community.

Duties and Responsibilities

Customer Service (50%)

- Distribute logged packages to residential students.
- Provide lockout assistance for residential students.
- Sign out loanable carts to students.
- Assist students with mail/package inquiries and troubleshoot as necessary.
- Answer and log phone calls.
- Communicate resident concerns to supervisors for follow-up from Residence Life.
- Log resident concerns in housing or conduct software for follow-up from Residence Life and/or Student Conduct.
- Assist residential students with questions and concerns regarding move-in and move-out.

Operations and Administrative Responsibilities (45%)

- Sort and log residential mail/packages.
- Utilize established mail/package software to maintain an accurate record of incoming and outgoing packages.
- Utilize established housing software to log lockout information and verify the identity of students for lockouts.
- Manage the removal and return of all Master FOBs/Master Keys in the Residential Mailroom for lockout use only.
- Write and submit reports and logs as requested by Residence Life.
- Assist with residence hall processes including but not limited to check-in and check-out processes and operation of the residence hall front desk as needed.
- Maintain a safe and clean work environment.

Other Duties as Assigned (5%)

While these will be at a minimum, staff should expect that unforeseen circumstances may result in, staff being asked to complete responsibilities not included in the official position description. These should be minimal, but given the dynamic nature of the role, do occur from time to time.

Qualifications

Minimum Qualifications

- Demonstrates a desire to exceed customer expectations
- Ability to problem solve
- Demonstrates an ability to complete administrative responsibilities
- Ability to complete tasks in a busy environment
- Must be able to safely lift/move heavy items/packages with the use of carts

Preferred Qualifications

- Has an acute attention to detail
- Understanding of mailroom or package logging systems
- Previous experience working in a mailroom or front office setting
- Previous experience with relevant software (mail and packages, housing tracking software, Microsoft Teams)

Requirements

Academic Requirements

- Must have at least a 2.0 overall Buffalo State University GPA
- Must be a student at Buffalo State University in the spring semester proceeding the fall of employment and be currently registered for the fall semester.

Behavioral Requirements

- Must not have any major conduct violations within the previous two academic years from the fall of employment

Compensation

Starting compensation for all Residential Service Assistants include New York State minimum wage hourly rate at 9 - 20 hours per week depending on the time of year and needs of the Residence Life office. Minimum wage for NYS currently sits at \$15.50 per hour.

Working Environment and Conditions

The Residential Service Assistants (RSA) will primarily serve as mailroom desk employees in the Residential Mailroom. The Residential Service Assistants desk hours first begin at 8:00 a.m. and conclude at 7:00 p.m. with reduced hours on the weekends.

Additionally, during day Monday through Friday, RSAs will provide lockout assistance for residential students. RSA staff must be prepared to walk outside in all weather conditions to perform lockout services (snow, rain, sleet, ice) and must dress according to the weather.

As needed RSAs will assist with check-in/check-out processes at the front desks of the resident halls for Residence Life.

Required Trainings and Worktimes

The Residential Service Assistants will complete all required trainings and developmental workshops developed by the Residence Life Office and/or Buffalo State University. These include, but are not limited to, new Residential Service Assistants Onboarding Workshops, Residential Service Assistants Training Sessions during the semester, Fall Training, and

Winter Training. Additionally, Residential Service Assistants are expected to attend any special/emergency meetings which may be called by Residence Life.

All Residential Service Assistants must be available to return to campus in early August for mailroom training. Any applicant who will not be available to return to campus in early August 2025 will not be hired.

Equal Employment Opportunity/Affirmative Action Employer

Buffalo State is an affirmative action/equal opportunity institution that subscribes to all federal, state, and SUNY legal requirements and does not discriminate against applicants, students, or employees on the basis of race, sex, ethnicity, national origin, sexual orientation, religion, age, disability, or marital or veteran status (Nondiscrimination Notice). Any violation of this policy should be reported to the Equity and Diversity Office, Cleveland Hall 415, (716) 878-6210. Buffalo State is a VEVRAA Federal Contractor. If you have any questions, please contact Jamie Warnes at warnesje@buffalostate.edu or call (716) 878-4822.

Accommodations for the Recruitment Process

Candidates who need additional accommodations for a documented disability as part of the application and interview process are encouraged to contact Gabriel Petersen at petersgd@buffalostate.edu to request accommodations. Accommodations will be provided after consulting with Human Resources on the appropriate next steps.

Instructions on How to Apply

Candidates may apply by submitting an online application. Information on submitting an online application is available on our website (select Residential Service Assistants from the dropdown menu): <https://residencelife.buffalostate.edu/employment-and-leadership-opportunities>.