UMass– Boston Campus Center Student Part-time Job Descriptions

**Office Assistants (OA)** will support the administrative and business functions performed by Campus Center staff, including completing routine office tasks including copying, filing, mailings, answering telephones, assisting visitors, running errands; preparation of simple advertising and information signage; and entering pre-defined website, event reservation, customer, vendor, project, or related data. Their tasks will be routine, following prescribed steps, yet necessary to the smooth operations of the department. Work hours will fall within the normal administrative office hours. Office Assistants must have good computer and communication skills, reliable, and work well in a team environment. Starting Rate: $8.00 per hour

**Information Center Assistants (ICA)** will serve as the first point of contact for community members and visitors entering the Campus Center. Staff will be at the desk during all Campus Center operating hours, including event-driven extended hours. They shall provide campus information and directions and maintain an inventory of printed materials from university departments and programs as well as the surrounding area. In addition, Information Center Assistants may sell tickets, program or trip sign-up, and provide support for the administrative office. The Information Center will serve as the communication hub for Campus Center staff on duty, with telephone and radio access to building and administrative staff as needed. Information Center Assistants must have outstanding telephone and personal communication skills; be reliable, resourceful, and knowledgeable about the Campus Center and the University; serve as ambassadors for the University and the Campus Center, be responsible and accountable for cash management; and comfortable working amidst crowds as well as working alone during quiet times. Being available to work an early morning and/or weekend shift throughout the semester is required for this position. Starting Rate: $8.00 per hour

**Event Setup Assistants (ESA)** will provide event support from room set-up/changeovers to light cleaning during major events. They act as primary support for the ABM and the CC Professional Staff while on duty. He/She may produce and post banners and signs. Event staff must be reliable, and willing and able to work a variable schedule of evenings, weekends and mornings. ESA must be able to lift objects up to 30-40 pounds, move furniture, interact with a variety of customers, and be technically inclined or willing to learn technical set-up, operating, and trouble-shooting skills. Starting Rate: $8.00 per hour

**Assistant Building Manager Trainee (ABM-T)** is an entry-level trainee role to becoming an ABM. He/She will shadow the ABM or SABM in the duties they perform while on duty. This person may be given independent projects/duties at some point, as assigned by his/her supervisor or another senior staff. The trainee ABM must demonstrate the potential to develop the necessary leadership, management, outstanding customer service, communication skills as well as those outlined in the ABM position below. Lifting objects up to 30-40 pounds is required. Being available to work early mornings, nights and weekends are essential for this position. Prior experience as a campus center staff is preferred but not required. Starting Rate: $9.25 per hour

**Assistant Building Managers (ABM)** will provide primary and/or supporting staff coverage for the Campus Center during normal building operating hours. They will be responsible for opening and closing the building; supervising staff on duty during their shifts; ensuring safety, security, and customer service standards are met; reporting and, when possible, resolving problems; as well as managing employee, facility or user emergencies, problems, or incidents, including following action and/or reporting protocols. ABMs are expected to serve as a roll model for the other student staff. They will work with the fulltime professional and student staff in managing the facilities and events. Lifting objects up to 30-40 pounds is required. ABMs must demonstrate leadership and management skills, including outstanding customer service, oral and written communication skills, and the ability to manage difficult people and situations as well as provide training and performance feedback to peers. Available to work a flexible schedule, which may include mornings, nights and weekends. One MUST enroll into the ABM Trainee program for at least one semester (3-4 months) prior to becoming an ABM. Starting Rate: $11.00 per hour

**Senior Assistant Building Manager (SABM)** in addition to the duties of an ABM, he/she will be responsible for all A/V equipment maintenance and upkeep, training, inventory and user instructions manuals. Provide A/V support/assistance for VIP and other high profile events. The SABM will be the “senior student staff” on duty at times. Work with the Operations Manager in making various A/V and IT improvements and recommendations. He/She must demonstrate excellent leadership and supervisory skills, including modeling outstanding customer service and communication skills and technically inclined. Available to work a flexible schedule, including early mornings, nights and weekends. Lifting objects up to 30-40 pounds is expected. An SABM MUST be an ABM for at least 24 months (4-semesters) possess exceptional working knowledge of the CC A/V equipment and most importantly, maintain an evaluation score of 4.5 out of 5 for two consecutive semesters and no score lower than 4 for subsequent reviews. Starting Rate: $12.25 per hour

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