

## Student Activities

### Office Supervisor Job Description

The Rosenberg Center for Student Involvement (CSI) fosters life-long learning and personal development of students by enriching co-curricular education and creating purposeful connections built and promoted through their experiences in student programming and professional experiences.

**Program Area:** Center for Student Involvement

**Supervisor:** Coordinator of Student Activities

**Starting Hourly Pay Rate:** \$10.00

#### Supervisor Position Description:

Supervisors are responsible for the overall supervision of their program areas, including supervising specific programs, the facility, and/or entry-level staff. This position requires critical thinking skills and the ability to work independently. Supervisors must work constructively and collaborate with other university employees. Supervisors are expected to maintain an awareness of potential problems while creating a warm and welcoming atmosphere in their particular program area.

Consideration for employment is based on the review of a resume, interview and may vary based upon position and program area.

#### Office Supervisor Responsibilities

##### **Daily Tasks**

- Provide guidance to Front Desk Attendants, Office Managers, and other student employees.
- Complete and submit all necessary shift paperwork in the required time frame.
- Other duties as assigned by the Coordinator of Student Activities.
- Be professionally dressed in your provided uniform or business-casual attire.
- Provide quality customer service at all times.
- Keep all supervised areas and immediate work areas clean and orderly. Maintain appearance and overall environment of all facilities by completing daily tasks.
  - Maintain a professional, positive, supportive, and welcoming attitude in all communication, including e-mails, telephone inquiries, and face-to-face interactions.
- Be an active representative of the University of Baltimore at all times. Give feedback and suggestions with appropriate justification when necessary.
- Promote all functions and events sponsored by the University.
  - Communicate and collaborate with other University staff, faculty, and students.
- Provide program and event assistance by answering questions and guiding participants to the appropriate.
- Communicate effectively with the Front Desk Attendants, Office Managers, and the Coordinator of Student Activities.
- Fulfill other duties as assigned by the Coordinator of Student Activities.

### **Student Activities Responsibilities**

- Provide support for traditional CSI events, this may include general support, planning, and execution.
- Assist with collecting and analyzing data from the front desk, events, and assessment tools.
- Assist in preparing and editing event/program snapshots for CSI, SGA and Elections Commission

### **Supervisory Responsibilities**

- Have a general knowledge and enforce all University regulations and policies.
- Be knowledgeable and well versed in the duties of all student employee positions within the Center for Student Involvement.
- Assist in recruiting, hiring, scheduling, supervising, and evaluations of Front Desk Attendants.
- Complete administrative tasks and other office duties as needed.

### **Qualifications**

#### **Required**

- Current University of Baltimore student.
  - Enrolled at least part-time (6 credits).
  - In good academic and disciplinary standing.
- Basic knowledge of office procedures, including filing, computer, and telephone use.
- Complete training of the procedures and processes of the CSI office.

#### **Preferred**

- Enthusiasm about assisting and informing prospective students, parents, faculty, staff, and current students about experiences outside of the classroom.
- Knowledge about UB including academic programs, campus life, university policies, and the UB Midtown area.
- Maintain a minimum 3.0 GPA.

### **Benefits**

- Professional Development
  - Enhance supervisor, leadership, networking, public speaking, and customer service skills.
  - Build your resume.
  - Increase your network by creating connections with University staff, faculty, and students.
- Increase your knowledge about the University of Baltimore, including policies, procedures, activities, and surrounding neighborhoods.