Title: *Program Assistant*

Location: *Office of Residence Life*

Pay Rate/Class: *$16.00/hour*

Student Affair Employment Program

This program empowers students to reach their full, personal potential in preparation for the workforce by developing practical and professional skills.

Student Learning Outcomes for this Position Include:

- Provide excellent customer service, anticipating and listening to customers' needs
- Develop the ability to prioritize multiple tasks and complete assignments in an efficient manner
- Demonstrate effective problem solving and analytical skills
- Develop ability to analyze situations and respond appropriately
- Take initiative to proactively resolve issues and problems
- Develop excellent interpersonal communication skills
- Use effective listening skills
- Understand and follow established policies, processes and procedures
- Help to foster an inclusive work environment
- Demonstrate professionalism including reliability with attendance, punctuality, and quality of work
- Work well with others and resolve conflicts successfully

Qualifications:

- Full-time matriculated SCSU student
- Undergraduate students must have a minimum 2.0 at the time of application and for the duration of employment. Graduate students must have and maintain a minimum 3.0 GPA at the time of application and for the duration of employment.
- All candidates must successfully pass a background check as a condition of employment.
- Offers are made for the academic year and all PAs are required to participate in an employment review

Position Description:

Program Assistants are student employees within the Office of Residence Life who report to the Associate Director of Residential Education and Community Development. Program Assistants are responsible for overall coordination of events in the Residence Life Program Room (located in Farnham Hall Programming Space (FPS) and Schwartz Hall Programming Space (SPS)). Responsibilities include room set-up, coordination of technology for programming and study hours, guest registration, and management of the area.

Job Duties:

- Complete mandatory training in August and January
- Ability to work shifts in the evenings and on weekends. Typically Shifts will occur Sunday through Friday between 5:00pm-12:00am and 1:00pm-7:00pm on Saturdays (All shifts could be subject to change based on usage of the space). Flexibility to work during the daytime shifts as events occur in the programming spaces (FPS and SPS)
- Provide appropriate room set-up/breakdown for programs/events scheduled each evening
- Ensure that program coordinators' needs for technology and food or facility set-up are met
- Ensure that all guests are properly signed in for programs and study hours
- Manage guest behavior within the room and the immediate quad area. Consult with supervisor when appropriate
- Create original programs and events (two per semester)
- Help promote events occurring in the Farnham Programming Space through the Reslife Facebook, Reslife Twitter, and flyers
- Clean and organize the program space before and after all events
- Keep an accurate inventory of supplies

How to Apply:

Applications should be submitted electronically using the MyHousing Portal. Questions or concerns should be forwarded to the Office of Residence Life:

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Southern Connecticut State University
Office of Residence Life
100 Schwartz Hall/320 Fitch Street New Haven, CT. 06515
PHONE: 203-392-5870 / FAX: 203-392-5867

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