



**EASTERN MICHIGAN UNIVERSITY
STUDENT RECREATION
INTRAMURAL DEPARTMENT**

OFFICE ASSISTANT

PAYRATE: \$9.65/hour

BASIC FUNCTION

An Office Assistant will provide assistance to various members of the Recreation/Intramural administrative staff. The Office Assistant works closely with the professional staff at the Rec/IM to ensure tasks are being completed. The tasks may vary depending on the day.

REQUIREMENTS

Communication

- Interact positively with supervisors and coworkers
- Seek out answers to questions and communicate prior to any problems
- Take direction/criticism well and deliver direction/criticism effectively

Attitude

- Must work well with others
- Have a positive demeanor and treat all people as individuals

Customer Service

- Maintain professional appearance and display the appropriate REC/IM uniform with name badge
- Represent EMU positively
- Seek out positive, intentional interactions with the patrons and coworkers
- SMILE

Performs Job Tasks

- Clearly understand job expectations
- Be able to report to the shift on time and report any shift adjustments in a timely manner
- Be able to understand and perform all policies and procedures

DUTIES

- Meet Eastern Michigan University requirements for student employment on campus
- Learn, comprehend, and practice all policies and regulations of the REC/IM
- Learn how to operate the cash registers to conduct sales including memberships, group fitness, guest passes, intramurals, equipment and facility rentals
- Type and proofread correspondence, forms, and reports
- Receive, review, prepare, and process membership forms, which includes data entry
- Maintain general files and other office records, including payroll and personnel documents
- Answer or refer questions from faculty, staff, students and others on Rec/IM policies and procedures
- Receive, read and interpret correspondence and determine proper distribution
- Act as a receptionist for the Rec/IM department on a regular basis
- Initiate and prepare requisitions for material, supplies and service
- Operate standard office machines

- Utilize Word, Excel, and other basic programs on the computer
- Perform related departmental duties as required
- Remain informed of new issues and concerns by reading information in direct emails sent to your *my.emich* and *WhenToWork* accounts daily
- Answer telephones and use professional phone etiquette when assisting patrons on the telephone as needed
- Act as a liaison between patrons and the department
- Attend all posted mandatory training and staff meetings
- Honor contracted schedule of hours by adhering to all attendance policies, as stated in the REC/IM Student Employee Handbook. It is the responsibility of the individual to find a substitute to cover a shift that he/she/they cannot work
- Responsible for information in Front Counter Training Manual, Membership Handbook, and Student Employee Handbook
- Report to work 5 minutes prior to shift to receive special instructions
- Agree to stay off personal cell phones and other electronics while on duty

SUPERVISION RECEIVED

Supervision is received from the assigned Professional Staff.

QUALIFICATIONS

- Familiarity with word processing/computer systems is desirable.
- Knowledge of departmental policies and procedures is desirable.
- Typing skills 35 wpm or greater is preferred.