

UNIVERSITY OF RICHMOND
STUDENT EMPLOYMENT JOB DESCRIPTION

Position and Pay Grade: Student Employee Level 2

Salary Range: \$ 13.00 - \$15.00

The rate of pay assigned by a department to a student is based on the specific responsibilities of the job the student will perform as stipulated in the specific departmental job description as well as the student's level of experience with the specific responsibilities and qualifications of that job description.

Job Summary:

This position requires skills beyond those typically expected of an undergraduate student. May exercise supervision and/or training of other student workers. Responsible for highly complex tasks. May need specialized certification and/or training. Independent problem-solving and critical thinking abilities are necessary to perform duties. Strong initiative and decision-making abilities required in planning and prioritizing personal workload and the work of other student employees. High accountability from management and public is experienced. Work with minimal supervision while providing leadership and management of projects and/or other student workers is expected.

Responsibilities may include but are not limited to:

- Exercise good judgement and independent decision making
- Act as a knowledgeable resource to/for other student employees, delegating work when appropriate, and being an example while providing excellent customer service
- Serve as point of contact to resolve customer service challenges, especially during emergency situations
- Demonstrate proprietary knowledge in a subject area of expertise; plan, create, and oversee the dissemination of information to targeted audiences
- Recruit and/or train other student assistants
- Manage opening and closing of facility when full-time staff not present; manage other student assistants with regard to scheduling, work flow, monitoring of job performance, and take corrective action when needed
- Manage all facets of program planning and performance including: advertising, logistics, program agenda, and reporting; collect and report data as related to position
- Ability to implement and enforce policies and procedures
- Perform other duties as assigned

Qualifications include:

- Act as an innovative and creative thinker
- Excellent interpersonal and written/verbal communication skills with high levels of detail
- Ability to work as a leader within a diverse population and to maintain confidentiality and demonstrate strong judgement
- Superior administrative and organizational skills with ability to meet all deadlines
- Ability to work independently/work without supervision to meet all deadlines and output quotas
- Knowledge of subject matter and/or departmental operation required
- Possess knowledge of specialized job requirements, such as software program, equipment operation, certification, etc.
- Possess advanced knowledge of departmental policies and procedures, work flow, and daily activities and able to make recommendations for improvement of these items
- Demonstrate leadership and supervisory/management skills
- May require specialized certification or training