Skutt and Harper Centers
Student Employee Job Descriptions

Title: Office Assistant
Supervisor: Manager

General Description:
The Office Assistant is a part-time, temporary student employee. He/she will provide
customer service in person and over the phone by serving as the first contact for the
Administrative office. Assist the Skutt & Harper Staff with various administrative duties.

Pre-Requisites:
1. Enrollment at Creighton University
2. A cumulative GPA of 2.0 or higher
3. Available to work during office hours

Duties and Responsibilities:
1. Ability to multi-task and in a busy environment
2. Inform clients of the correct information related to scheduling procedures and
   policies of the Skutt and Harper Centers
3. Help visitors in the Skutt and Harper Center offices
4. Answer the phone and take messages
5. Provide other departments of the Skutt and Harper Centers with the appropriate
   scheduling information
6. Perform clerical duties such as filing, typing, sorting, copying and running errands
7. Perform related duties as required

Expectations:
1. To be on time for every shift and give plenty of notice when expected to be late or
   sick
2. Be polite and helpful to customers and other employees
3. Know the Skutt and Harper Center policies and procedures
4. Give accurate reports that are on time
6. Pay attention to details

Knowledge, Skills, and Abilities:
1. Proper telephone etiquette
2. Organizational skills
3. Knowledge of computers
4. Filing, typing, sorting, and indexing skills
Addendum
Title: Office Assistant
Supervisor: Manager

General Description:
The Office Assistant Coordinator will perform all of the duties, responsibilities and expectations of an Office Assistant but with additional responsibilities.

Pre-Requisites:
1. Must have previous office assistant experience of at least 1 year or up to the discretion of the manager if less than 1 year
2. A cumulative GPA of 2.5 or higher

Duties and Responsibilities:
1. Develop semester work schedules to include weekday and rotating weekend schedules for academic semesters, holidays, breaks, and summer periods.
2. Supervise the substitution policy. If necessary, assist the members in locating a substitute or may work the shift for them
3. Train new Office Assistant Team members and/or assist with continued training of all Office Assistant Team members
4. Hold weekly/quarterly meetings
5. Help manager complete employee evaluations

Expectations:
1. Be positive and encouraging when dealing with others
2. Lead by being an outstanding example