HOUSING OFFICE INFORMATION AND DATABASE ASSISTANT
POSITION DESCRIPTION

The Housing Office Information and Database Assistant (HOIDA) is an integral member of the Housing and Residence Life team, serving as one of the initial representatives of the department and Seattle University (SU). The HOIDA works at the Housing and Residence Life central office, assisting in the administration and delivery of services for the residence hall community. The HOIDA, often the first contact to residents, parents, visitors, and persons outside the SU community, must always demonstrate professionalism and customer service, while also responding quickly and effectively to student needs and other situations.

Job Qualifications:

1. Be in good academic (maintaining a 2.5 cumulative GPA) and conduct standing with Seattle University and Housing and Residence Life.
2. Must possess the ability to work in a fast-paced environment with frequent interruptions.
3. Be enrolled as a full time student at Seattle University.
4. Have the ability to work in a fast-paced environment with frequent interruptions.
5. Working knowledge of Microsoft Word and Excel. Publisher, Canva, or other design software knowledge a plus.
6. Work-study required.

Essential Job Functions:

1. Provide excellent customer service to students and parents by phone, email and in-person regarding any housing questions, concerns, and requests.
2. Send timely email responses of 100 or more inquiries a day.
3. Receive and respond to 40 phone calls and voicemails a day.
4. Greet and engage with students and parents as many as 150 people a day.
5. Be proficient in housing databases (StarRez and Colleague) to update student housing records.
6. Assist with student billing.
7. Maintain databases and prepare reports from the databases.
8. Successfully complete FERPA training.
9. Work on special projects as assigned by HRL staff.
10. Making deliveries on campus.

Seattle University Housing and Residence Life does not discriminate on the basis of race, religion, gender, sexual orientation, or disability.
Housing and Residence Life
Housing Office Information and Database Assistant (HOIDA) Position Description 2019-2020

Terms of Employment:

1. Employment during summer is preferred; dates are negotiable during this period. If summer employment is not feasible, then fall training will start August 1, 2019.
2. Appointment is for the 2019-2020 academic year with an opportunity for continuing contract as long as the job qualifications are maintained.
3. Because of the nature of the position each HOIDA is asked to be:
   a. Available to return prior to the opening of the residence halls each quarter and work until the closing of the halls each quarter.
   b. Responsible for covering holidays and other University breaks (e.g., Thanksgiving, and Winter and Spring Breaks) when the office is open.
   c. HOIDAs must adhere to all expectations outlined in the HOIDA Manual, Code of Conduct, and Resident Handbook. A HOIDA may be dismissed from the position for continued poor performance.