# Office Assistant

## Fraternity & Sorority Life

### Job Description

The Student Assistant will provide administrative support within the Office of Fraternity and Sorority Life. Must be able to work flexibly and develop a positive office environment through cooperation and collaboration. The student will receive uniforms and will be able to participate in employment developing activities at the Carolina Union.

### Specific Duties & Responsibilities

- Greet guests, answer telephones and provide general wayfinding information to patrons
- Answer phone for the Fraternity and Sorority Life staff and office inquires. Be a resource for students, faculty, staff, and families regarding the office and the overall Fraternity and Sorority Life community at UNC
- Oversee Fraternity and Sorority Life social media accounts
- Assist in the planning and implementation of small and large-scale awareness and programming initiatives
- Complete projects of a confidential nature which require attention to detail and timely completion
- Maintain a clean and welcoming work station and reception area
- Attend all position-specific and Union wide student staff trainings
- Other duties as assigned

### Requirements & Qualifications

**Required:**
- No previous experience required
- Demonstrated ability to successfully interact with the public
- A friendly presence and helpful attitude

**Preferred:**
- Some experience and knowledge of fraternity and sorority life - additional training on-site will be provided
- Ability to provide support over the phone and through email
- Ability to complete assignments and meet deadlines in a fast-paced environment
- Ability to make fast, intelligent decisions based on established policies
- Ability to make appropriate adjustments as situations arise or change
- Excellent time management, organization skills, and interpersonal skills
- Ability to maintain confidentiality (FERPA Training will be required)
- Comfortability serving as part of a diverse team that includes people with varying beliefs and backgrounds
- Proficiency in Microsoft Office, specifically Microsoft Excel
- Knowledge of Carolina Union guidelines and procedures.

### Learning Goals & Competency Development

As a result of employment in this position, students will:
- Identify information necessary for addressing an issue or task
- Successfully utilize office software, including digital organization and digital communication tools (i.e. Drop Box, Excel, and Email)
- Establish mutually beneficial relationships with students, staff, and university partners
<table>
<thead>
<tr>
<th>JobX LEARNING OUTCOMES</th>
<th>Communication; Professionalism &amp; Work Ethic; Teamwork; Creativity &amp; Problem Solving; Technical Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available Openings</td>
<td>5</td>
</tr>
<tr>
<td>Hours</td>
<td>10-15 hours/week; must have availability a minimum of three days/week. Must be available to work nights and weekends (depending on large-scale events).</td>
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<tr>
<td>Hourly Rate</td>
<td>$8.80</td>
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<tr>
<td>Time Frame</td>
<td>Academic Year 2019-2020</td>
</tr>
<tr>
<td>Contact Name</td>
<td>Cassie Thomas / Ion Outerbridge</td>
</tr>
<tr>
<td>Contact Email</td>
<td><a href="mailto:chughest@email.unc.edu">chughest@email.unc.edu</a> / <a href="mailto:vion@email.unc.edu">vion@email.unc.edu</a></td>
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<tr>
<td>Work Location</td>
<td>Carolina Union Fraternity and Sorority Life Office, Suite 3508</td>
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<tr>
<td>Phone</td>
<td>(919) 962-9751 / (919) 962-4320</td>
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