Dear Applicant,

Congratulations! You’ve taken a first step to becoming a Mailroom Attendant for the Housing & Residential Education Department in the Peterson Heritage Center. Thank you for your interest in joining our team. Review this application packet, familiarize yourself with the position description and required qualifications. If you feel this is an opportunity you wish to pursue, I welcome you to complete the enclosed application.

Are you interested in developing your professional skills and building new relationships? Are you looking for a fun, team-oriented part time job on campus? The Peterson Heritage Center and Marriott Honors Communities are currently hiring for the upcoming academic year (Fall 2016- Spring 2017).

The Mailroom Attendant provides aid in the Peterson Heritage Center and to the Housing & Residential Education office by serving all residents and patrons of the PHC and assisting the Mailroom and Access Coordinator in day-to-day tasks. This part-time position is responsible for answering questions to all patrons in the PHC and those who call the PHC, assisting in administrative responsibilities of the PHC, providing adequate and informative customer service and giving support when needed to Housing and Residential Education. The Mailroom Attendant reports to the Mailroom and Access Coordinator.

We are looking for individuals who are excited about working in a fun, fast-paced environment, who believe in our HRE values of Excellence in Service, Respect, Integrity, Positive Attitude, and Team. We hope to hire individuals who are able to commit to working irregular hours, able to troubleshoot and take the initiative to help ensure residents and guests receive excellent customer service while on our campus. You will have the opportunity to work in the hospitality industry, gain leadership skills, resolve conflicts, and be part of a dynamic team working together to successfully create a home-away-from-home for residents living on this campus.

I hope you will consider joining us!

Sincerely,

Braden Baugh
Front Desk Coordinator
Housing and Residential Education
bbaugh@housing.utah.edu
801-587-0891
Mailroom Attendant Position Description
Housing & Residential Education – Peterson Heritage Center Front Desk

Overview & General Purpose
Located in Salt Lake City, the University of Utah is a public, 4-year institution committed to providing an exceptional academic and co-curricular experience for students and the University community. The “U” is the academic home to more than 31,000 students. Heritage Commons is home to 2,700 students who live in the 2002 Winter Olympic athlete village, which consists of 20 co-ed residence halls and 10 apartment buildings. In addition, HRE has two apartment buildings located in downtown Salt Lake City that constitute Downtown Commons. HRE is growing with an additional 309 bed Honors Living Learning complex that opened in August 2012 and is currently under construction on a 400 bed Entrepreneurship Living Learning Community. The University Housing Campus Master plan calls for continued growth and construction to meet the housing demand.

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As a member of the HRE team, it is expected that you uphold all of the values of the department. In addition, you should follow all HRE policies and procedures.

Qualifications
- Ability to work effectively in a diverse office setting.
- Must be able to maintain student information under strict confidentiality.
- Must be a current University of Utah student in good standing with the University and maintain that status throughout employment.
- Strong organizational skills to manage workflow and establish a harmonious and productive environment.
- Skill in accurately analyzing information, situations, and procedures to define problems and formulate conclusions.
- Skill in speaking concisely and logically, using grammatical language to convey information and explain policies and procedures.
- Demonstrated skill to work effectively with students, parents, and university officials.
- Working knowledge of various software packages (including spreadsheets, word processing and e-mail).
- Excellent communication and interpersonal skills.
- Must possess strong attention to detail.
Preferred Qualifications

- Previous clerical and/or administrative experience
- Valid Utah driver's license and ability to drive a University vehicle for work purposes

Work Schedule

- Mailroom Attendant work schedule will be set by the Mailroom and Access Coordinator, with hours not to exceed 20 per week. The Peterson Heritage Center is a 24 hour Front Desk.
- Must be able to attend bi-weekly staff meetings.

Compensation

$8.75/hour

Primary Responsibilities

Customer Service/Student Relations

- Models the highest level of customer service and works to ensure customer satisfaction by analyzing complaints, questions, concerns and suggestions for ways to improve patron satisfaction.
- Provides information to students, parents and community members about the procedures within HRE, University and Government regulations (i.e. FERPA).
- Follows all policies and procedures related to emergency and crisis situations.
- Provides additional assistance to the Front Desk Attendant when needed and has working knowledge of tasks related to front desk operations.

Mail Processing and Delivery

- Acquires working knowledge of postal laws and regulations.
- Provides professional and prompt service when working with mail carriers (USPS, FedEx, UPS, etc).
- Knows procedures for handling different types of parcels and paper mail, and assists residence in processing outgoing mail.
- Sorts mail after delivery from USPS and other mail carriers.
- Logs and tracks all packages delivered to Peterson Heritage Center mail room.
- Distributes mail and package slips to Heritage Common residents.
- Maintains highest level of confidentiality and ethical practices.
- Forwards all misdirected mail.
- Maintains and updates database of all addresses and forwarding addresses of students utilizing mailboxes within HRE.
- Works with Conferences Services to receive and distribute mail to conference guests.
- Assists the Student Managers in completing audits and maintaining/fixing mailboxes as needed.
Event Management

- Assists Event Coordinator staff in setting up of event spaces.
- Assists Event Coordinator staff in washing and steaming/ironing event linens as needed.

Prospective Student Recruitment

- Serves as a back-up to Housing Ambassadors to provide prospective students and their parents tours of the MHC and PHC.
- Answers questions regarding the U of U and Housing that prospective students and their parents have.
- Additional recruitment opportunities that may arise.

Administrative

- Informs the PHC/MHC Student Manager of possible conflicts and discrepancies.
- Maintains accurate electronic and paper records and under strict confidentiality.
- Assists in day-to-day administrative tasks and projects established by the PHC/MHC Student Manager, Front Desk Coordinator, Senior Event Coordinator and Assistant Director of Administrative Services.

Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, orientation, religious beliefs, economic backgrounds, and racial/ethnic origins. We strongly encourage applications from candidates who will share and explore this value with the team and with the residents.
Instructions: Complete both pages of this application, attach your resume, and email all application materials and hand deliver them by 5pm on March 31st, 2016. Applications received after the deadline will not be considered.

Email to:
Braden Baugh, Front Desk Coordinator
bbaugh@housing.utah.edu

Hand-deliver to:
Braden Baugh, Front Desk Coordinator
Peterson Heritage Center front desk

Name: ____________________________ uID:______________ Phone: ____________________

Please check the appropriate boxes:

1. Which desk would you prefer* to work at?
   □ Peterson Heritage Center        □ Marriott Honors Community
   □ Either

2. Are you available to work overnight shifts?
   □ Yes                           □ No

3. Will you be living on campus during the upcoming academic year (2015-2016)?
   □ Yes                           □ No

4. How many hours are you able to work per week (maximum of 20)?
   □ 1-5 hours                     □ 10-15 hours
   □ 5-10 hours                    □ 15-20 hours

5. Are you an HRE Student Leader for the upcoming academic year (Late Night Programmer, RHA member, Social Justice Advocate, or RA)?
   □ Yes                           □ No

6. Are you available to work during holidays and over breaks?
   □ Yes                           □ Sometimes
   □ No

7. Desk Assistant training runs from the second week in August through the beginning of school.
   Are you able to attend this training in its entirety?
   □ Yes                           □ No

8. Please list any other commitments you may have (other jobs, extracurriculars, etc):

__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

*Please note that while we try to accommodate people’s preferences, we are not always able to. Upon hiring, staff members will be placed according to best fit.
References: List two references that have supervised your schoolwork, volunteer work or employment. Include their names, phone numbers, e-mail addresses, and relationship to you. Do not use family members as references.

Full name: ____________________________ Relationship:____________________________
Phone with area code: _____________________ Email:_______________________________

Full name: ____________________________ Relationship:____________________________
Phone with area code: _____________________ Email:_______________________________

Supplemental Questions (please type):

1. What interests you in becoming a Mailroom Attendant? What do you hope to gain from this experience?

2. Problem-solving is important to this position. Describe a situation you were in, in which you used your problem-solving skills.

3. One of our departmental values is Team. Can you talk about what it means to work in a team in a job like this? How can you ensure you’re being a good team member?

4. What skill do you feel you are an expert in? Why do you feel this skill would benefit our organization?