

Holy Cross College
Student Employment

Title of Position: **Student Associate of the Office of the President**

Department: Administration

Supervisor: Jodie Badman

Email: jbadman@hcc-nd.edu

Schedule: Approximately 10 hours per week to be determined with the supervisor

Rate of pay: \$12.00 per hour

Location: President's Office

Purpose

The student associate will work closely with the Director of Presidential Operations (DPO). This position involves regular daily responsibilities, in addition to working key events throughout the academic year, including but not limited to **Presidential Events, Welcome Weekend, Board of Trustees Meetings, Fall and Spring Faculty/Staff Convocations, and Commencement**. The student associate must maintain a welcoming, professional demeanor when interacting with all visitors and members of the campus community.

Essential Job Duties

- Provide a welcoming and comfortable experience for guests of the President's Wing by providing a friendly greeting and meeting guests' needs. This may include a friendly greeting, offering a beverage, providing helpful information, escorting to another location on campus, or offering assistance with their needs.
- Greet and assist all visitors to the office, confirming they have a scheduled appointment or are expected by a member of staff.
- Answer incoming calls: provide basic and accurate information to callers, as well as record precise messages including name, date, time of call, and reason for call. Messages should be relayed to the appropriate staff as soon as possible.
- **Confidentiality and discretion are a must.** Student associates must handle sensitive information responsibly.
- Assist with the planning, coordination, and execution of major events, including but not limited to Presidential Events, Welcome Weekend, Board of Trustees Meetings, Fall and Spring Faculty/Staff Convocations, and Commencement.

- Create, maintain, and update accurate Word, Excel, Publisher, and PowerPoint files on the college computer network, create data bases in Excel, perform mail merges using Excel, along with Publisher and/or Word
- Prepare important visual documents such as print material, invitations, and electronic files for HC monitors, etc.
- Explore options related to Holy Cross special event supplies, gifts, décor, etc.
- Place orders for office supplies, gifts, décor, etc.
- Work with Development on donor tasks, as needed.
- Provide general administrative assistance as necessary.
- Check and sort incoming mail daily and prepare outgoing mail.
- Maintain a clean, organized waiting area.
- Replenish printer paper in the copy room and ensure that the supply closet is tidy and well-organized to allow for easy access to materials.
- Check office refrigerator daily for beverages; restock as necessary.
- Maintain stock of beverages; place replenishment order with the approval of DPO.
- Compose and send professional email correspondence when instructed, using appropriate tone, formatting, and language that reflects the standards of the Office of the President.
- Maintain an appropriate and professional appearance each day and keep the workspace free from personal items or clutter.

Minimum Education, Skills and Abilities:

- Student Associates must agree to be available to work in the President's Office:
 - **The Monday - Sunday prior to the start of fall semester classes** (one week before semester starts) to prepare for and work during Fall Faculty Staff Convocation and Welcome Weekend
 - **The Monday – Saturday following Spring Semester final exams** (one week after semester end) to prepare for and work during Senior Week and Commencement
- Minimum of 4 hours per week required
- Semester scheduling is flexible based on the student associate's availability and the needs of the office. The available scheduling hours are from 8:30am –5:30pm
- **Additional events in the evenings or earlier mornings will be required**, as listed previously
- Must exhibit qualities of ***Hospitable Excellence***:
 - **Warmth & Friendliness:** Genuinely welcoming demeanor that makes others feel comfortable and valued.
 - **Professionalism:** Consistently respectful and poised in both appearance and behavior.
 - **Attentiveness:** Actively listens and anticipates the needs of others without being intrusive.
 - **Responsiveness:** Timely and thoughtful in addressing questions, concerns, or requests.
 - **Courtesy & Respect:** Treats everyone with equal dignity and consideration, regardless of status or background.
 - **Discretion & Confidentiality:** Maintains privacy and handles sensitive information appropriately.
 - **Positive Attitude:** Approaches tasks and interactions with optimism and a can-do spirit.

- **Cultural Sensitivity:** Acknowledges and respects diverse backgrounds, customs, and communication styles.
- **Knowledge & Preparedness:** Well-informed and ready to assist with accurate information and helpful solutions.
- **Cleanliness & Presentation:** Maintains a tidy environment and a professional personal appearance that reflects pride in the role.
- Excellent oral and written communication skills
- Attention to detail and accuracy, ensuring that work is completed correctly and efficiently
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook, etc.)
- Strong organizational skills and the ability to manage multiple tasks simultaneously
- A high level of motivation and independence in completing tasks with minimal supervision
- A positive, professional attitude and a willingness to learn and adapt
- A consistent, results-oriented work ethic
- Students are expected to maintain a strong academic standing and demonstrate positive engagement within the campus community
 - must maintain a **minimum semester GPA of 3.0**
 - remain in **good standing with both Residence Life and Student Life**