



**YOUNGSTOWN
STATE
UNIVERSITY**

CLASSIFICATION SERIES:

N/A

BARGAINING UNIT:

ACE

Residence Hall Monitor

SERIES PURPOSE: The purpose of the Residence Hall Monitor occupation is to oversee the entrances of a residence hall.

CLASS CONCEPT: The class works under general supervision, assists in the enforcement of residence hall policies, specifically the guest policy, which requires frequent interactions with students, including referring students to other university resources. Works in collaboration with other university staff in customer service and front desk services. Performs basic desk duties, key inventories, and works on special projects as assigned.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

JOB DUTIES: Monitors access and egress of students, faculty, staff, and visitors to campus facilities; registers visitors in the system; ensures that access policies and procedures are being followed; enforces guest access policies.

Responds to individuals requiring assistance in a friendly, professional manner; supports and maintains a residence hall environment of meaningful connections for students, which promotes academic success, high student satisfaction, student engagement, and retention.

Works on special projects such as assembling packets, folding papers, checking data, assistance with student outreach etc.

OTHER FUNCTIONS AND RESPONSIBILITIES: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: report writing.

Skill in: use of a computer; written and verbal communication.

Effective 11/05/2024

Ability to: learn and utilize new software; project a professional, friendly demeanor to students, faculty, staff, and visitors; demonstrate a history of dependability and punctuality at work; implement policies and procedures in an efficient manner; demonstrate a service orientation; maintain flexibility in a work schedule; multi-task; respond to supervision in a positive manner.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: High school diploma or GED; one year of customer service experience; proficient with MS Office software.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

SEDENTARY: work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

UNUSUAL WORKING CONDITIONS: Not applicable