

# GSRC Student Resource Advisor

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## DESCRIPTION

The GSRC Student Resource Assistant (SRO) are vital members of the GSRC team. SROs serve as the first point of contact for students, visitors, faculty, and staff in our space. Duties and responsibilities include opening and closing facilities, front desk reception, general office duties as assigned, and LGBTQIA resource research and knowledge sharing.

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## HUMAN RESOURCES DETAILS

**Shifts:** 6-12 hours/week • mid-day, evenings, and weekends available

**Starting Wage:** \$15 per hour

**Reports To:** GSRC Director (or designee) and SRO Student Supervisor

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## GSRC HOURS OF OPERATION (during the academic year while classes/finals are in session)

7 Days a week: 11am – 12am

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## ESSENTIAL FUNCTIONS & EXPECTATIONS

SRO's will report directly to the GSRC Director (or designee) and the OA Student Supervisor. Duties include opening and closing facilities, providing front desk reception for our space during operating hours, and general office duties as assigned including but not limited to research, assisting peers using office services, technical support, and advising peers on resources.

The position requires maintaining a regular weekly schedule as well as scheduled rotational shifts on Friday, Saturday, and Sunday nights. SRO's must attend monthly trainings for team building, development, and advancement opportunities throughout the academic year.

Expectations:

- Adhere to expectations set forth by the GSRC
- Remain in good academic standing, with a minimum cumulative GPA of 2.0, with no/low level conduct violations. Conduct violations are subject to review.
- Must work at least 3-4 Friday, Saturday, and/or Sunday night shifts each quarter
- Attend monthly Continued Education meetings, only absence exception is for scheduled classes
- Attend team trainings (quarterly at most), only absence exception is for scheduled classes
- Complete annual performance evaluations

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## MINIMUM SKILLS AND QUALIFICATIONS

- Strong time management skills and responsibility toward assigned shifts and projects
- Current Northwestern University undergraduate student
- Work-Study eligibility is strongly preferred but not required.
- Ability to work and solve problems independently and collaboratively in a fast-paced environment.
- Exceptional attention to detail
- High degree of organization and professionalism
- Intermediate computer skills
- Desire to serve peers and serve as a through partner in resource assistance.
- Capacity to maintain effective relationships with students, professional staff, and faculty.
- Experience with data collection and analysis, customer service, and research are highly desirable.
- Availability for weekend shifts is a must.
- Strong understanding of how to respect diversity within a diverse community of gender identities and sexual orientations

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