

STUDENT EMPLOYEE JOB DESCRIPTION

EVENT SERVICES

Loading Dock Student Assistant Lead

General Job Summary:

The University Center is currently seeking responsible, outgoing, enthusiastic and friendly individuals to assist in our shipping and receiving operations. As a shipping and receiving lead, individuals will further develop their abilities as well as other co-workers to articulate thoughts and ideas clearly and effectively in a professional setting, listen actively and critically, participate effectively in teams, recognize an ethical dilemma and apply rational decision-making in order to address it, use interpersonal skills to coach and develop others, demonstrate the ability to organize, prioritize, and delegate work, as well as demonstrate intellectual curiosity, plan, organize, and prioritize work.

1. Duties and Responsibilities:

- Provide exceptional customer service when delivering packages to various departments.
- Provide assistance to drivers backing into loading zones.
- Operate all loading dock equipment (ie: bay lifts, pallet jacks, golf carts, etc.) in a safe manner.
- Maintain loading dock and adjacent areas in a clean manner including, but not limited to sweeping, mopping, and removing trash.
- Assist in locking/ unlocking buildings.
- Answer and direct phone calls and questions to appropriate staff member in a professional manner.
- Must be able to use handheld radio to communicate with other staff members in a professional manner.
- Communicate effectively with customers, staff, and set-up crew so delivery details are relayed in an accurate and timely manner.
- Working knowledge of small hand and power tools.
- Learn where all departments in the building are located and the different room names.
- Complete the paperwork/documentation process for all deliveries.
- Must be able to work evenings, weekends and/or special events as needed.
- Must have the ability to lift/carry items at least 50 pounds.
- Must be able to submit Lasso hours for hours worked at the end of each shift. Lasso must be accurately entered and match the time recorded in Workday.
- Complete general clerical work and other duties as assigned.
- Must be able to work a minimum of 15 hours per week.



- Must have a valid driver's license.
- Must be able to operate a university owned vehicle.
- Must be able to assist departmental recycling operations to include operation of any recycling equipment (ie: cardboard baler, etc.)
- Other duties as assigned.

2. Work Schedule

Hours will vary depending on your schedule, but the general hours are as follows:

Monday – Thursday: 5:00am – 12:30am

Friday: 5:00am – 1:30am

Saturday: 7:00am – 1:30am

Sunday: 7:00am – 12:30am

3. Adhere to all TAMU rules and regulations and abide by the Aggie Code of Honor.

4. Minimum Qualifications:

- Possess the ability to multi-task in a fast-paced environment.
- Strong verbal skills in English, must be easily understandable in person and over the phone.
- Strong hospitality and customer service skills.
- Must be able to lift objects weighing 50 pounds.
- Knowledge of general directions around campus.
- Must be punctual, reliable and professional.
- Any previous shipping and receiving and loading dock experience a plus!
- Must be able to work evenings, weekends, and/or special events.

5. Learning Outcomes

- Use interpersonal skills to coach and develop others. Demonstrate the ability to organize, prioritize, and delegate work for yourself and your colleagues.
- Student Leads are held accountable for their actions through punctuality, work productivity and handle the timely workload during each shift. Student Leads demonstrate integrity and ethics daily and learn, and adapt from the mistakes made.
- Identify professional development opportunities that will enhance professional growth and understand the relevance of the skills they are gaining.

6. Starting Pay: \$9.50/hr