



# STUDENT EMPLOYEE JOB DESCRIPTION

## EVENT SERVICES

### Loading Dock Student Assistant

#### 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 assistant, individuals will further develop their abilities 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, and accept and learn from criticism.

#### 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 Qualification:**

- 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**

- Students must articulate thoughts to their co-workers, full time staff and other units within the department on a daily basis. Students must also interact with clients and tenants of the building to assist with needs that arise during events, meeting spaces or in office area.
- Students work collaboratively with co-workers and full time staff from many diverse cultures, races, genders, religions, lifestyles, and viewpoints. Students work together with the same purpose/goal in mind.
- Students manage their time between work, class, student organizations, etc. Students learn to outline the required daily responsibilities, deliveries and last minute calls for assistance during their individual shifts.

## **6. Starting Pay: \$8.50/hr**