

Position Title: Mail Assistant

The student Mail & Package Assistant is a student position reporting to the Residential Operations Manager. The mail center is located inside the main office of University Village. The core functions of this position are mail and package sorting and processing, basic data entry, problem-solving, administration, and student support. Violations of the Terms of Employment may result in a warning, job probation, and/or termination.

Position Responsibilities

- Log and disperse packages through StarRez as needed to residents.
- Sort, distribute, forward, and prepare outgoing mail.
- Complete a weekly audit of packages, lockers and mailbox labels.
- Provide exemplary customer service when managing and handling situations at the desk.
- Refer calls, inquiries, and issues of concern to the appropriate office or staff member.
- Assist students with locker access and usage, and troubleshoot issues as needed.
- Remain attentive to ensure that all visitors are acknowledged and greeted in a timely manner
- Assist in maintaining records and files.
- Assist with administrative tasks as assigned, including managing inputting of data, etc.
- Ability to work autonomously, take the initiative, and possess strong organizational skills.
- Assist in sorting and/or logging building mail and packages.
- Each MA will work a minimum of 8 hours and no more than 20 hours per week
- The individual staff will select a schedule for Monday through Sunday, 12:00pm – 10:00pm.
 - Additional hours may be required during break periods, emergencies, opening/closing and other peak times throughout the year. Failure to meet the work requirements for two consecutive semesters will result in the MA's appointment to be terminated.

Qualifications

The following must be met in order to be eligible for the Mail & Package Assistant position:

Duration: MAs must be available for the entire employment period as listed above. New hires must commit to two consecutive semesters of employment, whereas returners can commit to one semester at a time.

Course Load: Mail & Package assistants must maintain full-time student status at the University of Miami for the entire year, upholding a minimum of 12 credits (undergraduate students) or 9 credits (graduate students) each semester.