The Center for Leadership and Service (CLS) provides the structure and resources to prepare students to become productive citizens and assume roles of leadership and service in a culturally diverse and increasingly complex society. The Center fosters lifelong service and civic participation by engaging the University with its greater community in action, change and learning. The CLS was founded on basic concepts of integration between leadership education and programs; community service and service learning; and community engagement.

The CLS provides educational programs, workshops and conferences; coordinates community service, leadership, and service learning opportunities for students; develops reciprocal relationships with the community in order to best serve all parties; and will serve as a resource and trainer for faculty and staff on these topics.

The student assistants will be managed and supported by the Administrative Support Assistant II (ASAII) for the CLS.

Requirements for Employment

- Must receive or be eligible to receive federal work study
- Students must have a minimum of 2.5 cumulative GPA
- Must be in good conduct standing with the University of Florida
- All majors are encouraged to apply. Experience with CLS is preferred
- Experience with current Microsoft programs, specifically MS Outlook email and calendars
- Must possess strong customer service skills
- Willingness to make a commitment throughout the entire academic year

Job Responsibilities

- Willing to gain knowledge of the CLS in order to answer questions and provide assistance to office visitors and e-mail requests, generally serving as an office liaison for the CLS.
- Must feel comfortable greeting and assisting all visitors, referring inquiries to the appropriate staff.
- Answers telephone, assists callers or route calls as appropriate.
- Responds to CLS social media (Facebook, Twitter, and Instagram) comments, Likes, and shares.
- Works with ASAII to input Budget Routing Slips (BRS) into the appropriate CLS budget spreadsheets and files.
- Maintains log/inventory of CLS equipment and parking pass checkout. Monitors and maintains departmental equipment such as charging all equipment, removing any
images or videos from cameras after use, making sure all the equipment bags contain all materials, and following up with the last party to use the equipment if items are missing.

- Monitors the CLS staff calendars and conference room calendars in conjunction with ASAII.
- Effectively and efficiently handle high volumes of phone calls and visitors.
- Display interest and sensitivity to the concerns of our diverse population.
- Demonstrate effective listening and problem solving skills.
- Must be capable of taking direction and working on one’s own as well as in a team, including asking questions when unsure of responsibilities of assignments and tasks.
- General clerical duties as assigned.

**Expectations**

- Student assistants must be committed to providing friendly, courteous, responsive, quality service to our patrons by fostering a respectful, positive, and welcoming environment for all. Student assistants are expected to exemplify high standards of customer service.
- Dress Code:
  - Student assistants should wear a blue or orange Polo shirt and black or khaki pants. Skirts are also allowable.
  - Students should not wear leggings, jeans with holes, or shorts. On Fridays students may wear jeans and a CLS related T-shirt.
  - Cabinets for students to leave their clothing and other personal items are provided in a locked storage area.
  - Failure to comply with this dress code will result in the student being excused from the office and considered an unexcused absence.
- Attitude:
  - A businesslike attitude should be maintained at all times. SAs are encouraged to enjoy their work hours but are expected to keep attitudes professional while at their desk or in front of visitors to the Center.
- Visiting:
  - Visiting with others, either in person or on the phone (office phone or cell phone), should be limited to brief periods.
  - Cell phone usage is discouraged unless the student is taking a phone call from a doctor or other important caller.
  - Personal phone calls and texts should be not be made during office hours.
- Computers:
  - Students are assigned tasks through Asana.com. Tasks are assigned with the students’ strengths in mind.
  - All tasks are given an expected completion date. Students will be trained on how to use Asana to view their assignments.
Computer work stations should be used for work assignments only. Students should not use computer work stations for checking their personal social media, doing their homework, or other non-work related things.

Students should not wait for work to come to them but to seek it out. All personal work should be put aside in order to help visitors to the Center.

- **Homework:**
  - Students may do homework only when they have completed their assigned tasks and have asked the staff if they require assistance.

- **Errands:** Students are often asked to run errands necessary to the functioning of a department.

- **Work Hours:**
  - Students will be assigned a regular work schedule between the hours of 8am and 5pm Monday through Friday. The schedule will be created based on the students’ availability.
  - Students will use a log kept on the ASAII’s desk where they will sign in when they arrive and then sign out when they leave. The ASAII will initial when the ASAII approves time.
  - Students are responsible for inputting their time into MyUFL in order to be paid.
  - Timeliness is important. SAs are expected to be at the front desk at their scheduled times. If an SA is scheduled to work from 10am to 12pm the SA should be ready and available to work at 10am.
  - If SAs you are late, you will not be able to work an extra fifteen minutes to make up for being late.
    - **Exceptions:**
      - If your class schedule conflicts with the time you arrive in the office please see the ASAII to reschedule the start time of your shift.
      - Your bus is delayed due to traffic. However, if this excuse if used several times SAs will meet with the ASAII to discuss other options such as using an earlier bus.
      - Class ran later than usual. Again, this is not an excuse to use repeatedly. If so, an explanation from your professor will need to be provided so the ASAII can help the SA reschedule their office hours.
        - SAs will not be excused for inappropriately scheduling their time correctly.
  - If you are unable to report to work at a scheduled time for any reason, you are expected to notify your work site prior to your work shift. Failure to report to work will be considered an unexcused absence. To report an absence please contact the CLS ASAII via text (the ASAII will provide their contact information) and by email at cls@leadershipandservice.ufl.edu.

Coaching
• SAs are an important aspect to the CLS office. The CLS staff relies on the SAs as the engine that keeps the office moving forward without too many incidents.
• Tasks are assigned based on the SAs strengths. However, SAs are expected to do their best when given any task.
• SAs will be coached throughout the semester on improving their skills in the CLS office.
• SAs are also encouraged to think about professional SMART goals they would like to meet that will improve their personal and professional growth.
• As part of the coaching process SAs will be given a formal evaluation mid-semester to go over their experience in the office and an update on their goals for the semester.
• When SAs show signs of not meeting the CLS’s expectations they will be formally coached and asked how the ASAII or other CLS staff can help. Goals for accomplishing those expectations will also be set with specific deadlines to re-evaluate the SAs’ abilities.
• If SAs do not show signs of improvement:
  o First, the SAs will be given an oral warning and reminder of the expectations and goals set.
  o If the SA still does not meet expectations they will be given a written warning, and will meet with the ASAII to further discuss expectations. Goals will be re-evaluated and a deadline set.
  o Finally, if the SAs do not show improvement by the deadline met previously, SAs will be given a letter of dismissal.