

SOS Coordinator Job Description



The SOS Coordinator (SOSC) is a member of the Residence Life and Housing Student Operations Services Staff (SOS Staff). These staff positions are crucial to the daily operations of the residence halls and the Department of Residence Life and Housing. Residence hall front desks will be open from 10 a.m. through 3 a.m. seven days a week (with the exceptions of Sheldon and the Village); with modified hours at times of breaks, openings and closings. Sheldon Hall front desk will be open 10 a.m. to 10 p.m. daily; and the Village will be open daily from 10 a.m. to midnight. Below is a summary of the responsibilities and terms of the position. These are specified in more detail in the *SOS Staff Operations Manual*, which is available to all SOS staff members.

I. Expectations/Responsibilities:

- A. Read and follow provisions of the *SOS Staff Operations Manual*.
- B. Desk Operation
 1. Perform responsibilities as defined in the manual.
 2. Enforce security including but not limited to reporting of incidents, checking resident and visitors' IDs, and key distribution.
 3. Collect and distribute campus mail, packages, and US mail.
 4. Maintain the inventory of all desk equipment (including sign in/out of equipment).
 5. Assist the RHD/AHD in the implementation and operation of the desk operations.
 6. Utilize front desk website in daily operations.
 7. Assist in maintaining forms used at the desk.
 8. Assist in establishing and maintaining an inventory of keys.
 9. Assist with payroll paperwork on a biweekly basis.
- C. SOS Personnel
 1. Assist in the recruitment and selection of all SOS staff in accordance with established University hiring practices.
 2. Assist in developing and delivering training and orientation programs to SOS staff.
 3. Assist in developing the desk work schedule including vacation periods (long weekends).
 4. Assist with evaluation and feedback of SOS members' performance to primary supervisor.
 5. Provide coverage for missed SOS shifts, except when SOS Coordinators academic class schedule prohibits.
- D. Hall Wide
 1. Participate in Hall Council and RSS functions as outlined by Residence Hall Director/Assistant Hall Director (RHD/AHD).
 2. Assist RHD/AHD in the management and administration of the residence hall, including maintenance and custodial concerns.
 3. Assist RHD/AHD in the implementation and operation of the hall's posting policies and procedures.
- E. Serve as a positive role model.
- F. Utilize Sub It Up to clock in and clock out at the beginning and end of each shift.

- G. Attend and participate in all scheduled SOS staff meetings.
- H. Other duties as assigned.

II. Compensation

- A. SOS Coordinators are compensated at a rate of minimum wage plus .50 cents per hour with an additional two hours added per pay period. This difference in hourly rate reflects remuneration for the additional time necessary to complete the SOS Coordinators duties.
- B. The College's Temporary Service Employment Guidelines govern the number of hours worked during any pay period.

III. Terms of Employment

- A. The academic year constitutes the term of employment.
- B. SOS Coordinators may be required to begin work up to ten days prior to the hall's official Fall opening date and ten days prior to Spring semester's hall opening. Staff may also be required to return early for hall re-opening at the conclusion of breaks.
- C. SOS Coordinators are required to attend and participate in all training periods (typically, pre-service training in August and in January, and in-service training sessions scheduled as needed) and may be required to facilitate training sessions.
- D. SOS Coordinators are required to attend and potentially facilitate regularly scheduled staff meetings.
- E. SOS Coordinators report directly to the SOS Supervisor.
- F. SOS Coordinators may be required to work late night (1:00 am – 3:00 am) and weekend shifts.
- G. SOS Coordinators must live in a SUNY Oswego residence hall during the full term of employment.
- H. It is the responsibility of the SOS Coordinator to check their final grades online at the end of each semester. If their semester or cumulative GPA falls below 2.00, it is their responsibility to contact the Department of Residence Life and Housing within one week of the date on which grades were posted by the College Registrar's office.*
- I. SOS Coordinators will receive a performance evaluation each semester.
- J. Failure to meet the responsibilities of the position, gross misconduct and/or any violation of College policy may be grounds for personnel action (i.e. warning, employment probation, or termination).

IV. Qualifications

- A. Eligibility to apply: To be considered for employment, candidates must possess a cumulative Grade Point Average of 2.0 or higher and a semester Grade Point Average of 2.0 or higher for the regular semester immediately preceding employment.*
- B. SOS Coordinator must maintain a 2.0 semester and cumulative Grade Point Average for the duration of employment.*
- C. A minimum of one semester employment as a Desk Attendant at SUNY Oswego is required; two or more semesters of DA employment preferred.
- D. Applicants must be able to fulfill the entire term of employment (full academic year), including training in August and January.
- E. SOS Coordinators must be in good conduct standing at SUNY Oswego.
- F. SOS Coordinator must live on campus for entire term of employment.

***PLEASE NOTE: Summer and winter session grades are not included when calculating whether or not an applicant or staff member meets the grade requirements for the position.**

Applications will be available online at:

www.oswego.edu/residence-life-and-housing/employment