Northwestern | STUDENT AFFAIRS

Residential Services

Mail & Package Center Assistant (MPCA) Position Description

Disclaimer

This position description is designed to provide applicants with a general idea of the desk assistant position and expectations and is subject to change. Hired MPCAs will sign a position agreement which will outline the specific requirements of the position.

Purpose of Position

The MPC Assistant is a student staff member who assists the community development of undergraduate residence halls by providing excellent customer service at the Mail & Package Centers (MPCs). MPCAs help residents by answering questions from students and guests, disbursing packages, answering the phone, and providing general customer service for resources provided at the MPCs.

Primary Duties

- Attend all scheduled trainings and meetings.
- Answer the phone and general questions at the MPCs from residents and guests.
- Log and disperse packages through Pitney-Bowes as needed to residents.
- Check in and out equipment to residents.
- Meet regularly with the MPC manager.
- Maintain confidentiality of student information in accordance with Residential Services and FERPA policies.
- Use the highest level of professionalism when addressing students, guests, or others who utilize the front desks.
- Complete other duties as assigned.

Qualifications

- Be a Northwestern University undergraduate or graduate student.
- Have a minimum cumulative GPA of 2.50 or above.
- Be in good disciplinary standing with the University.
- Students with or without work-study eligibility are welcome to apply.
- You must work at least 4 hours per week and may work up to 20 hours per week while classes are in session. This includes a combination of hours from ALL campus jobs. *Note that MPCAs submit availability on a weekly basis as such their scheduled hours will vary from week to week.

Compensation

- Starting wage of $14.05 per hour. Annual raises may be given based on performance.
- It is the MPCA's responsibility to monitor their work-study package to stay within the given allotment.

Dates of Employment

Final hiring date will be dependent on staffing needs for the operation during any given quarter including summer. MPCAs must be able to work all scheduled shifts, **including** fall opening, quarterly finals week, summer-fall transition, and spring-summer transition. Please note that some MPCAs *may* need to arrive on campus prior to the first day of classes in September for the Fall Quarter.

Application

Please apply directly by going to https://bit.ly/rsopstudentstaff.

Questions

Please email rsmailandpackagecenters@northwestern.edu.