

# Mail & Package Center Assistant (MPCA) Position Description

## Disclaimer

This position description provides a general overview of the Mail & Package Center Assistant position and expectations. It is subject to change. Hired MPCAs are required to sign off on the MPCA Policy Acknowledgement, which will outline the specific requirements of the position.

## Purpose of Position

The MPC Assistant is a student staff member who supports the community development of undergraduate residence halls by providing excellent customer service at the Mail & Package Centers (MPCs). MPCAs assist residents by logging and disbursing packages using the package tracking system, answering the phone, and providing general customer service for resources available at the MPCs.

## Primary Duties

- Attend all scheduled trainings and meetings.
- Answer the phone and general questions from residents and guests at the MPCs.
- Log and disperse packages through the Package Tracking platform or system as needed.
- 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 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, so scheduled hours will vary from week to week.

## Compensation

- Starting wage of \$15.00 per hour. Annual raises may be given based on performance.
- It is the MPCA's responsibility to inform the MPC Manager of their work-study eligibility and to monitor their work-study package to ensure they stay within the allotted funds. If work-study funds are exhausted, MPCAs are still eligible to continue in their position.

## Dates of Employment

The final hiring date will depend on staffing needs for each quarter, including summer. MPCAs are expected to be available to work all scheduled shifts, including fall opening, quarterly finals week, summer-fall transition, and spring-summer transition. Some MPCAs may need to arrive on campus before the first day of classes in September for the Fall Quarter.

## Work Environment

MPCAs will work in a dynamic and interactive environment within the residence halls. The role involves using computers and package tracking systems, handling packages, and interacting with residents and other staff members.

## Training and Development

New hires will undergo initial training sessions covering all aspects of the job. Ongoing training and professional development opportunities will be provided to enhance skills and performance.

## Performance Evaluation

Performance will be evaluated based on customer service quality, accuracy in logging and disbursing packages, adherence to policies, and overall professionalism. Evaluations will be conducted regularly, with feedback provided to support continuous improvement.

## Benefits

In addition to hourly wages, MPCAs may benefit from networking opportunities, skill development, and access to certain campus facilities.

## Learning Outcomes

- Verbal and Non-Verbal Communication Skills
- Organizational, Customer Service, Problem Solving, and Conflict Management Skills

## Application Process

Please apply directly by going to <http://bit.ly/mpcaapplication>. Ensure you submit all required documents by the specified deadlines. After submitting your application, you will receive further instructions regarding the next steps.

## Questions

For questions about the application process, job responsibilities, or work-study eligibility, please email <mailto:rsmailandpackagecenters@northwestern.edu>.