

## 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 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 \$14.00 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 <http://bit.ly/mpcaapplication>.

#### Questions

Please email [rsmailandpackagecenters@northwestern.edu](mailto:rsmailandpackagecenters@northwestern.edu).