SOFO SUPERVISOR

POSITION DESCRIPTION

The SOFO Student Supervisor is responsible for coordinating the attendant staff to ensure the effective operation of the Student Organization Finance Office, the heart of the financial services center (Norris Cash Operations) for student organizations recognized officially by Northwestern University. In addition to facilitating transactions for student leaders, the SOFO Student Supervisor serves as a training facilitator and representative of the Business Operations area and, more generally, of the Norris University Center. It is a position that comes with much financial responsibility, accountability, and a high level of trust.

HUMAN RESOURCES DETAILS

Work Study Applicable
Shifts: 8-15 hours/week • Monday through Friday – 9 a.m. to 5 p.m.
Starting Wage: $14.00/hour for the 2020-2021 academic year
Reports To: SOFO Manager, SOFO Supervisor

ESSENTIAL FUNCTIONS

SOFO Student Supervisor reports directly to the SOFO Manager. Duties include: providing front line customer service to student organization officers; offering preliminary screening of transaction requests and their supporting documentation; and shepherding transactions to completion. The student supervisor serves as an informational resource and training facilitator—focusing on SOFO policies, procedures, and best practices—for student leaders and their staff advisors. Responsibilities include filing, check processing, data entry, and assisting group treasurers in balancing their organization ledger books quarterly. Other duties may be assigned by the SOFO Manager or SOFO Supervisor.

The SOFO Student Supervisor is expected to participate in the organization and presentation of material at quarterly meetings with the entire SOFO staff. The supervisor is required to participate in a paid fall training program for all Norris student leader employees. The SOFO Student Supervisor is subject to quarterly reviews, evaluations, and learning assessments by the SOFO Manager.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Customer service experience
- Attention to detail
- Reliable, organized and good interpersonal skills
- Basic technical proficiency
- Accounting knowledge preferred, but not required
- Possesses good written, verbal, and presentation skills
- Ability to multi-task
OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

Customer Interaction – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
- Proactively acknowledges persons near the service counter window to determine if they need assistance
- Greets customers as soon as they arrive to service window
- Maintains professional and positive attitude during a transaction
- Provides equal attention/service to all persons at the service counter
- Ensures that client organization information is secured according to SOFO policy.

Presentation – positive image and reflection of self and the Norris Center
- Wears nametag during shift and is well groomed
- Dresses in an appropriate manner and does not wear items that would distract or inhibit communication with the customer—this includes audio equipment, headwear, non-prescription eyewear, etc.
- Service area must be clean and organized

Customer Satisfaction – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
- Are approachable to clients and fellow Norris Staff at service window
- Are articulate when answering office phone line
- Gives accurate information after verifying with resources.
- Refrains from making unsupported assumptions/conclusions. However if they are unavoidable at the customer’s request, clearly identifies these assumptions/conclusions as such.
- Accepts responsibility for answering customers’ questions whenever possible—including questions not directly related to the SOFO—by using available resources such as the Internet or departmental phone numbers at Norris or the greater University.

RESPONSIBILITY

Attendance – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
- Maintains and follows personal schedule and makes adjustments accordingly.
- Always make sure to swipe in with wildcard and to sign attendance sheet
- Attends quarterly SOFO meetings and Norris training sessions immediately prior to start of academic year and as scheduled

Accuracy – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
- Completes tasks as assigned in a timely manner meeting all expectations.
- Verifies work before posting transactions
- Checks organizational account status before making recommendations
- Updates and distributes weekly frozen accounts lists
- Verifies SOFO Policies and Procedures are up-to-date and available to staff to consult when necessary

Accountability – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
- Contacts the appropriate student officers when finding an error on documentation after it has been accepted
- Works extra shifts and performs attendant functions when necessary
- Verifies attendants are following office procedures
- Follows up with the SOFO Coordinator and SOFO Assistant with respect to issues raised previously within the office and possibly yet to be resolved
- Accepts direction as a way of gaining knowledge and improving future performance
- Gives direction to help develop staff and improve the execution of SOFO systems

Job Knowledge – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
- Reviews and understands the SOFO Policies and Procedures
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- Reviews and understands the SOFO staff handbook (power point presentation)
- Understands basic accounting principles
- Understands office security as to be followed within SOFO and is able to train Attendants on them.
- Asks questions and provides feedback to better develop personal knowledge and to contribute to the knowledge and awareness of Attendants and the SOFO Coordinator
- Attends personal and staff development opportunities willingly and with an open mind
- Possesses general knowledge of Norris University Center functions and layout
- Knows the hierarchy of the Norris Business Operations department and the administrators to contact if the SOFO Coordinator and SOFO Assistant are unavailable
- Has perspective of the SOFO Student Supervisor role as it relates to the Norris University Center mission

TEAMWORK

**Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
- Verifies with the SOFO Coordinator that all SOFO staff have completed the necessary paperwork before being placed on work shifts
- Creates clear work shift schedules and communicates them to the SOFO staff and the SOFO Coordinator by e-mail and office information board
- Maintains a current list of contact information (phone and e-mail address) for each SOFO staff member
- Reviews issues log for recommendations given regarding insufficient documentation reviewed at service window
- Writes issues log in a clear and concise manner for staff members to understand
- Reviews emailed log for messages sent to group officers with recommendations needed in order to process checks
- Updates Frozen Student Organization List on a weekly basis and shares it with an established group of advisors and departments

**Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
- Effectively contributes during meetings, sessions, and events
- Acts as a team player who collaborates, cooperates, and communicates openly and productively
- Contributes ideas to improve office operations and assists in the implementation of new polices and initiatives
- Approaches tasks related with being the Student Supervisor as necessary to the overall collaborative success of the team within SOFO as well as the team within Norris
- Is willing to participate in Norris-wide initiatives directed at student development
- Makes it a point to keep in touch with all staff members individually throughout a quarter regardless of whether their shifts coincide

**Values Difference** – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
- Sensitive to diverse and varying needs of all student groups and staff

LEADERSHIP

**Risk Taking** – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
- Talks through ideas for better communication processes with SOFO Coordinator
- Uses established procedures as a basis for handling issues not encountered previously
- Understands that taking responsibility of service issues and responding to them with purposeful, well-reasoned and effective action are behaviors that are expected of the Student Supervisor
- Is willing to accept correction maturely if a decision was based on a lack of information or a faulty understanding of priorities or policy without letting it lead to reduced risk taking or second guessing

**Goal Orientation** – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
- Appropriately encourages, directs and aids office staff
- Holds quarterly meetings with subordinates to tackle pending issues—including training, customer service and
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- Prioritizes tasks according to the workflow being experienced by the office
- Appropriately encourages, directs and assists SOFO staff
- Openly seeks means to further develop ethics and values in the role of SOFO Student Supervisor

**Collaboration** – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
- Demonstrates collaborative effort by working with attendants to complete the everyday tasks necessary for SOFO to record transactions appropriately and ensure that all customers (present at the service counter and by correspondence/voicemail) are served well
- Emphasizes effective resolutions and learning rather than blame in dealing with non-routine service issues
- Keeps SOFO staff informed of developments in other Cash Operations areas and Norris University Center, revealing how it may affect SOFO or how the SOFO staff may assist

**Clarification of Values** - can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model
- Conveys an admirable work and personal ethic to professional staff and peers

**Empowerment** – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
- Acknowledges the work achievements of staff members
- Is comfortable with delegating tasks as appropriate
- Possesses the ability to acknowledge and support others’ personal accomplishments
- Introduces SOFO staff to others at Norris who may be able to assist in their personal development

**AUTONOMY**

**Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
- Is consistent when relaying SOFO policies and procedures to student officers and group advisors
- Understands Norris Policies
- Trains student organization presidents and treasurers on office policies and procedures. May develop training material.
- Performs regular duties as required by operating procedures without needing instruction to do so
- Makes judgment calls on the interpretation of SOFO and Norris University Center policies as required

**Initiative** – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
- Stays on task with respect to supervisory responsibilities without constant advisement and direction
- Contributes ideas to improve office operations and assists in the implementation of new policies and initiatives
- Assesses what back office tasks can be done without drawing resources from customer service
- Uses role as Student Supervisor to better SOFO in its operations and how effectively it contributes to the Norris University Center mission

**Decision Making** – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
- Capable of providing answers for student officers or Norris visitors when supervisors are unavailable
- Assists in the interviewing, hiring, training, and disciplining of work study staff

**Problem Solving** – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
- Is able to answer Norris visitors’ questions not related to SOFO
- Is able to extrapolate from policies and previously resolved situations to address problems
- Is aware of the basic principles addressed by SOFO policies and is able to weigh their relevance to a situation when attempting to resolve it

**MANAGEMENT**
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☐ **Self-Confidence** – maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses
  - Comes to work prepared and dedicated to the position and the task of the day
  - Openly discusses personal abilities and challenges with the SOFO Coordinator through regular communication and discussion

☐ **Personal Management** – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively
  - Participates in events sponsored by Norris for student supervisors
  - Keeps and upholds personal scheduling goals and tasks
  - Balances life, school and work commitments well to perform optimally as SOFO Student Supervisor
  - Participates in student-focused University workshops focusing on diversity and personal development

☐ **Personnel Management** – clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner.
  - Scheduling and supervision of student attendants in the completion of their duties and operation of the office.
  - Models excellent behavior and sets equal expectations of attendants
  - Internalizes the fundamental bases of suggestions and constructive feedback toward implementation

☐ **Reporting** – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports
  - Audits each attendant’s work regularly and produces a report for the coordinator regarding the quality of office production and training issues that may exist
  - Completes required reports and invoices effectively, efficiently and appropriately
  - Keeps to all deadlines and general timeliness