

**Position title:** Mailroom Assistant  
**Department:** Housing & Residence Life  
**Reports to:** Assistant Director of Residence Life  
**Number of Openings:** 2-4  
**Hours per week:** Up to 15 per week  
**Hourly Rate:** \$15

Leadership experience complements the academic curriculum at MassArt and empowers students to become more confident, engaged artists, designers and citizens. Students have the opportunity to apply for various paid positions to be held during their sophomore through senior years.

Student Leadership at MassArt is rooted in MassArt's Mission and Values and is essential to transforming MassArt's culture and community. All student leaders will be expected to uphold MassArt's missions and values as we work together to make MassArt a more equitable place to work, learn, live and make.

### **Position Description**

Mailroom Assistants (MAs) are vital to the division of Student Development and the Housing & Residence Life team at MassArt. MAs primary responsibility is the management and delivery of paper mail and packages that have arrived to the residence halls. In this role, MAs work to ensure a seamless experience for residential students, professional staff, and offices, receiving letters, bills, packages, greeting cards, and other sentimental and important documents.

As a representative of Housing & Residence Life, MAs are considered role models within their communities in addition to classroom and studio spaces. As the point of contact for residents who have questions and/or concerns about mail, MAs serve as a primary person to troubleshoot mail and package concerns while working.

Each MA is supervised by the Assistant Director of Residence Life. MAs are expected to interact with students, RAs, college staff, and others in a professional and appropriate manner, with intentional effort placed in creating positive and productive working relationships. MAs are expected to maintain a strong relationship with Capstone Management, our property management company, who oversees the large scale operations of package lockers, facilities, and other property management aspects.

### **Details:**

- The Mailroom Assistant (MA) position is an appointment for one academic year commencing in mid-August and ending late May. Mid-year hires are appointed for one semester commencing mid-January and ending late May. MAs will be required to sign an employment agreement which is binding for this time period.
- MAs are expected to adopt and adhere to all policies regarding COVID-19 regulations as directed by the U.S. Federal government and the Center for Disease Control (CDC), Commonwealth of Massachusetts, the City of Boston, and MassArt. This includes, but is not limited to: maintaining appropriate physical distancing, wearing a facemask while in public, and practicing good hygiene including vigorous hand-washing.

## **Duties & Expectations**

### *Student Centered Service*

- Foster a positive experience for residential students and staff through authentic and friendly interactions regarding mail and packages.
- Direct residents to campus resources related to mail and packages as necessary.
- Refer students to on-call staff for issues unrelated to mail and packages.

### *Administration*

- Maintain accurate records of all mail and packages including but not limited to: forwarding addresses, name changes, mailbox combinations.
- Preparing mailbox labels and combination information for students prior to the start of each semester.
- Updating student combination information when room changes occur.
- Use package management software to load packages into the locker system.
- Perform audits of package lockers to identify outdated packages.
- Assist with administrative tasks and participate in training prior to residence hall opening.
- Be available and responsive to professional and student staff while working.

### *Teamwork and Supervision*

- Work collaboratively with other MAs to ensure seamless service to students and staff.
- Attend one-on-one meetings with your supervisor as needed.
- Report community standards or residence hall violations immediately to a staff member and/or front desk.

### *General Expectations*

- Demonstrate and promote an awareness and appreciation of cultural and individual identity diversity. Strive to make all students feel welcome and respected. Foster a spirit of support and learning about identity, intersectionality, and cultural diversity among residents of your community.
- Be flexible and adaptable to change. Working with human beings is complex and comes with many obstacles that sometimes require deviation and exception from standard practice. Be open to, and willing to accept the level of ambiguity and fluidity that is inherent within both the MA role and the Department of Housing & Residence Life.
- Be prompt and present. It is important that students know who you are, where to find you, and the service you provide.
- Maintain student privacy. As an MA, you will have access to sensitive and confidential information. Sharing sensitive and/or confidential information with others is unacceptable and may lead to disciplinary action.
- Be helpful. Students will come to you with questions about mail and package procedures. Assist them with answering questions and/or referring them to other staff if needed.
- Role model appropriate behavior. Demonstrate familiarity with MassArts policies, code of student conduct and the applicable residence hall policies.
- Maintain high personal and ethical standards. Demonstrate behavior with professionalism appropriate to the position. Staff may be subject to termination if they are found to be in violation of any Residence Hall or College policy.

- Check communication daily. This includes MassArt email, physical mailbox, and other communication points as designated by your supervisor. It is expected that you are able to respond to messages within 48 hours (as necessary).

*Time Commitment*

- MAs should expect an average of 6-20 hours per a week of regularly scheduled responsibilities.
- MAs may be asked to return to campus earlier than most students to assist in preparation for mailroom and other mailroom administrative duties.

**Required Qualifications**

- Must be a full-time student, residential students preferred
- Must be in good academic and judicial standing with the college at the time of application and throughout the length of employment
- Available to work Monday through Friday starting at 5:00 p.m. and ending at 8:00 p.m.

**Questions?**

Please direct questions to the Office of Housing & Residence Life at [housing@massart.edu](mailto:housing@massart.edu) or by phone at 617-879-7750