

Temporary Office Assistant 2 (NY HELPS), Residential  
Facilities  
University at Buffalo

Direct Link: <https://www.AcademicKeys.com/r?job=263345>

Downloaded On: Oct. 2, 2025 7:29pm

Posted Oct. 2, 2025, set to expire Oct. 9, 2025

<b>Job Title</b>	Temporary Office Assistant 2 (NY HELPS), Residential Facilities
<b>Department</b>	Residential Facilities
<b>Institution</b>	University at Buffalo Buffalo, New York
<b>Date Posted</b>	Oct. 2, 2025
<b>Application Deadline</b>	10/14/2025
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Administrative Support/Services
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<b>Job Description</b>	

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**Temporary Office Assistant 2 (NY HELPS), Residential Facilities**

**Position Information**

**Position Title:** Temporary Office Assistant 2 (NY HELPS), Residential Facilities

**Department:** Residential Facilities

**Posting Link:** <https://www.ubjobs.buffalo.edu/postings/59367>

**Job Type:** Full-Time

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## Posting Detail Information

### Position Summary

The University at Buffalo's (UB) Office of Residential Facilities (UBRF) is seeking a candidate to fill a **Temporary Office Assistant 2** position in the Customer Service branch of its Administrative Services unit. In this role, you will be responsible for the set-up and oversight of a variety of processes designed to create and sustain a world-class customer service program, while ensuring exceptional personal interactions with customers, providing consistent attention to detail and applying advanced computer skills.

As the Temporary Office Assistant 2, your responsibilities include:

- Provide expert customer service in support of the UBRF Residential Maintenance Services and Residential Custodial Services units
- Handle general receptionist duties to include answering calls for maintenance and custodial support requests
- Receive and process inventory orders
- Maintain basic financial, accounting, and/or statistical records.
- Schedule and organize critical meetings
- Support our incredible team of facilities professionals
- Interact with students, parents, departmental and University staff, as well as outside contractors and vendors.

The successful candidate is highly organized, a self-starter, can accept and follow-through precisely on written and verbal direction, consistently use good judgement, and able to work independently and as part of a team. As this position involves customer service, the incumbent should have genuine interest in, and regard for students, parents, and all others by providing a high level of customer service in a diverse and ever-evolving workplace.

### About the Office of Residential Facilities

The UB Office of Residential Facilities (UBRF) reports to the Department of Housing Operations and is a dynamic unit within UB dedicated to delivering the best living and learning environments by designing, building, and operating safe, clean, functional, and sustainable facilities that serve as the bedrock of academic success at UB. Responsible for managing 117 buildings totaling 2.5 million square feet, UBRF serves as the backbone of campus housing, accommodating approximately 8,000

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UB students annually.

**About Student Life**

As a member of Student Life, you will join service professionals, all driven by one shared set of values designed to help ensure students well-being, create a safe and supportive environment, and promote student success. In Student Life, growth is a shared passion. We aim for excellence, thinking big and going bold. We pursue our goals tenaciously while stewarding the student experience. We build communities and advance diversity in all forms. We encourage discovery and celebrate success.

**Learn more:**

- Our [benefits](#), where we prioritize your well-being and success to enhance every aspect of your life.
- Being a part of the [University at Buffalo community](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

**Minimum Qualifications**

*This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS).*

**Non-competitive (NY HELPS):**

- One year of clerical experience.

**OR**

**Transfer Eligibility Requirement:** You must have a current permanent appointment with a minimum of 1 year of service in a position of the same title or transferable title.

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**Reassignment Requirement:** You must hold the same title at the University at Buffalo.

**Reinstatement Requirement:** You must be a former state employee to request reinstatement to the title that was held (or transferable title).

**Preferred Qualifications**

- Strong communication and organizational skills
- The ability to multi-task

**Physical Demands**

**Salary Range**

\$19.42 hourly

**Special Instructions Summary**

**Is a background check required for this posting?**

Yes

**Contact Information**

**Contact's Name:** Jennifer Clark

**Contact's Pronouns:**

**Contact's Title:** Customer Service Manager

**Contact's Email:** jshanley@buffalo.edu

**Contact's Phone:** 716-645-4783

**Posting Dates**

**Posted:** 09/30/2025

**Deadline for Applicants:** 10/14/2025

**Date to be filled:**

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**Contact Information**

Please reference Academickeys in your cover letter when  
applying for or inquiring about this job announcement.

**Contact**

N/A

University at Buffalo

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