WHO WE ARE

Housing & Residential Life (Housing), a self-funded auxiliary housed within Campus Life at the University of Arizona, operates 23 dorms and 1 graduate apartment complex that house over 7,800 students annually on the University of Arizona Main Campus. More than 80% of on-campus residents are first-year students. Our dorms range in style from historic to modern and range in size from 60 to 1000 residents. While the University does not require students to live on campus, more than 70% of all incoming first-year students choose to live in UA housing to help their transition to university life.

Our Mission: Helping Students Build a Foundation for Success

Our Core Values:
  - Excellence - Excellence is performing at an extraordinary level and exceeding expectations
  - Respect - Respect is treating others courteously and professionally in all situations; valuing and honoring diversity in others; being honest, direct, and courteous in all communications and loyal to all, including those not present
  - Integrity - Integrity is doing the right thing, being honest with oneself and others, being authentic, and being transparent in intent
  - Caring - Caring is being welcoming, kind, compassionate, and willing to help others; showing concern for a person’s needs; listening more and talking less

Be part of our exceptional student staff and receive hands-on experience, while working in a fun, diverse, inclusive and safe environment. We strive to coach, teach, and mentor all of our students to become successful in and outside the classroom. Studies prove that students with campus jobs tend to perform better in school and have a higher potential for finding employment after graduation.

In Housing & Residential Life, we know that students’ first priority is to learn. We understand the stress of midterms and final exams. We not only teach student employees leadership and time management, but we are also very flexible when it comes to working around your class and exam schedule.

We prefer Work Study - Federal Work Study is accepted in Housing & Residential Life. The Federal Work Study Program provides opportunity to full-time students seeking part-time positions. Students must complete the FAFSA and demonstrate financial need for the respective year to receive Federal Work Study. See if you qualify at: www.fafsa.ed.gov

POSITION SUMMARY:

Desk Assistants (DA) provide a variety of duties at the front desk of the dorms. DA’s are expected to provide the best customer service and support to residents living in the dorm, and are the first point of contact for students, staff, faculty and visitors seeking assistance for dorm issues and/or campus information. Desk Assistants are under the direct supervision of the Desk Manager as well as the Coordinator of Desk and Summer Operations (CDSO). They will be required to operate under the guidance of the Desk Manager and abide with all desk operation policies in accordance with Housing & Residential Life expectations and University policy.
DUTIES AND RESPONSIBILITIES:
Specific duties include (but are not limited to) the following:

• Provide customer service and support for residents, students, staff, and faculty
• Be on time to designated shifts and be available to those requiring assistance
• Respond courteously to questions from callers and walk-ins; assist students, staff, faculty, and visitors while in the dorms
• Learn fundamental desk operations as instructed by the Desk Manager and implement all policies and procedures in a courteous and timely fashion
• Provide vigilance to support the safety and security of the dorms
• Enforce all Housing & Residential Life/University policies
• Manage the circulation of dorm supplies, packages, keys, temporary access cards, logs, and all other materials as appropriate
• Maintain a high level of integrity in managing all keys, temporary access cards and access control functions
• Observe all federal laws and University policies as they pertain to the distribution of mail and packages
• Become familiar with resources; stay updated on campus policies, and read the desk communications log during every shift
• Maintain reasonable discipline and decorum at the desk
• Complete all other duties as assigned by the Desk Manager, Coordinators of Desk and Summer Operations, Community Director, or appropriate designated member of staff

MINIMUM QUALIFICATIONS:
• Must be a student attending the University with 6 or more units
• Have and maintain a GPA of 2.5
• Must be available to work minimum 10 hours/week
• Must be in good standing with the University
• Not have a conduct status of deferred eviction or eviction from living in the dorms
• Must attend all training sessions, meetings and complete required trainings
  o Training for Fall is mandatory and will be published prior to move-in

PREFERRED QUALIFICATIONS:
• Ability to communicate efficiently
• Good customer service skills
• Ability to use Microsoft Office software
• Valid Driver’s License and Ability to drive according to the University Fleet Safety Policy with a driving record of minimum two years

SUPPLEMENTAL REQUIREMENTS:
• Housing & Residential Life is a security sensitive department and this position requires a fingerprint criminal background check
• Motor Vehicle Division check

COMPENSATION:
• $11.00 /per hour

DESK ASSISTANT PERFORMANCE EXPECTATIONS
General Expectations:
- Be a positive member of the community in which you are working
- Fulfill the full terms of University employment & the Desk Manager/Desk Assistant agreement
- Maintain the confidentiality of information as required by the Family Educational Rights and Privacy Act during the course of work
- Keep forms, supplies, mail, packages, and equipment in their proper places at the desk at all times
- Handle mail with utmost security and follow all mail handling policies
- Be able to account for all keys & temporary access cards through accurate record keeping and the utilization of the ETACC system
- Do not allow unescorted guests to enter the building
- Keep desk areas professional at all times
- Remain behind the desk for the entirety of the shift and welcome/greet/acknowledge each person who enters the community or desk area
- Keep accurate and up-to-date records of all Hall Council and Housing & Residential Life equipment that is checked out to residents of the community
- Complete all desk related duties as needed

Customer Service Expectations:
- Display courtesy and professionalism at all times
- Provide accurate information and display a professional demeanor via phone and in person
- Keep residents/staff informed of all relevant information
- Be understanding of the issues faced by residence hall students and their family members throughout the year
- Respond to issues in a timely fashion with utmost care to customer needs
- Remember, for the person in front of the desk, this is likely the first time they have asked this question (even though you may have answered it earlier)

Staff Relations Expectations:
- Maintain a professional work environment at all times
- Treat all members of the staff and the community equally, with respect and dignity
- Address all staff issues through the proper channels in a timely fashion
- Communicate regularly with staff through communication logs and work-related conversation
- Build positive relationships with all hall staff members, including Housing & Residential Life staff, Area Supervisors, Community Directors, Custodians, Mechanics, Area Assistant Directors and anyone else who regularly works in the community

Additional Expectations for DAs:
- Be responsive and helpful in emergency situations
- Inform supervisor of issues within 24-hours of the issue arising
  - Housing & Residential Life will require detailed information/documentation for all issues and occurrences in question
- Pay close attention to detail
- Be on time for all desk shifts and meetings
- Enforce all Housing & Residential Life and University policies
- Make suggestions for changes or improvements
- Do not engage in any disruptive or offensive activities while working the desk