



## **POSITION SUMMARY:**

Desk Assistants are the first point of contact for students, staff, faculty and visitors seeking assistance for residence hall 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 hall 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
- Have and maintain a GPA of 2.5
- Must be in good standing with the University
- Not have a conduct status of deferred eviction or eviction from living in the residence halls

## **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.