



Desk Assistant Position Description - Biever Hall Summer 2009

I. Position Summary

The Desk Assistant (DA) position is primary in providing customer service and resources for resident students consistently throughout the year. Desk Assistants participate in the general administration of the building and are integral to maintaining building safety and security. Desk Assistants are directly responsible to the Area Director for the building in which they work, and work 15 hours per week behind the front desk for their assigned residence hall.

II. Minimum Qualifications

1. Minimum 2.5 cumulative Grade Point Average required both at time of application and for duration of employment (Note: DA need not be enrolled in summer coursework to hold the position, but must be in good academic standing with the University)
2. Minimum of two (2) semesters of experience living on campus at an institution of higher education (applicable off-campus employment may be considered in lieu of on-campus living experience)
3. As a condition of employment, the Desk Assistant must reside on campus, in the building in which they are employed.

III. Essential Duties

A. Building Safety and Security

1. Check ID of each student who enters the building for current validation and building stickers
2. Check-in guests appropriately
3. Be available as first contact for students in emergency situations
4. Provide Incident Reports and documentation to Area Director as needed

B. Facility Management

1. Maintain documentation and equipment logs accurately
2. Log and report Job Requests immediately upon receipt of request from residents
3. Report all maintenance issues to AD in a timely fashion

C. Special Duties

1. Assist Summer Mail Clerk with mail forwarding, as assigned
2. Assist Summer Package Clerk with package documentation and delivery, as assigned
3. Perform administrative tasks as assigned by Residential Life Professional Staff

D. Customer Service

1. Provide quality customer service to all residents, staff members, and visitors to the residence halls
2. Be familiar with all University and Residential Life policies, as outlined in the *Student Handbook* and *Residential Reader*
3. Model positive behavior and respect for University policy, as well as applicable local, state, and federal laws, both on- and off-campus

IV. Remuneration

1. Value of a double-occupancy room for the term of employment for the building in which DA is assigned to work
2. Student leaders who willingly leave their leadership positions or who are dismissed from the position for behavioral or performance reasons will be required to refund to the Department of Residential Life the remaining housing and meal plan costs, based on time of vacancy of the position.
3. Remuneration is to be provided as a credit applied directly to the student's University account.