

# University of Wisconsin-La Crosse

## Office of Residence Life

### Desk Coordinator Position Description

#### **POSITION SUMMARY**

The Residence Hall Desk Coordinator (DC) is a student member of the Office of Residence Life Staff and is responsible for the administration of the "Front Desk Program" in a specific residence hall. The Desk Coordinator reports to the Hall Director (HD) with the Assistant Director of Residence Life - Operations providing oversight of the front desk operation.

#### **Job Responsibilities**

The Residence Hall Desk Coordinator, in conjunction with HD, is responsible for the administration of the front desk operation and is involved with the hall staff team. This involves the following areas of responsibility: (A) integral part of the residence hall staff team, (B) supervision and scheduling of student desk employees, (C) administration of all related front desk functions, and (D) management of financial transactions.

#### **A. Integral Part of Residence Hall Staff Team**

1. Works with Hall Director, Assistant Hall Director, Resident Assistants and Housekeeper(s) to ensure a positive residence hall community.
2. Participates in pre-service training, staff orientation and in-service training sessions throughout the academic year, including monthly DC meetings.
3. Supports and participates in the enforcement of University and Residence Hall policies which may include assigned duty nights as required by HD expectations.
4. Participates in meetings with Hall Director, Resident Assistant Staff, Office of Residence Life and monthly departmental meetings with other Desk Coordinators.
5. Participates, contributes, and fulfills the requirements of the EFN 222 Course or the returner ongoing training/committee work.
6. Facilitates open and honest communication among all students, Student Staff, Hall Directors, Assistant Hall Directors, Office of Residence Life Staff, and the entire University community.
7. Assists in maintaining order in emergency situations.
8. Maintains a professional and positive attitude and manner while serving as a University employee and representative of the Office of Residence Life both on and off campus.
9. Knows and understands the philosophy of the University Residence Life program and is familiar with the resource material in the Student Staff Handbook.
10. Supports and participates in the implementation and enforcement of University Residence Hall Policies.
11. Knows and understands the operation of the University and its services. These include (but are not limited to) the Office of Residence Life, Financial Aid Office, Career Services, University Centers, Academic Advising Center, Counseling and Testing Center, Health Center, Multicultural Student Services, Student Support Services, Disability Resources, University Police, Dining Service and Admissions.
12. Develops a working relationship with the Hall Director, Assistant Hall Director and all staff members.
13. Supports and participates in the evaluation of Residence Life Staff and program.
14. Informs the Hall Director, Assistant Hall Director, Area Coordinator, and/or Director of Residence Life when controversial issues surface within the living community.
15. Works with the Hall Director/Assistant Hall Director in advising and/or attending Hall Government meetings. Provides support to the Hall Leadership Team and hall activities.
16. Participates in, facilitates, supports and encourages student participation in hall and campus activities. Helps new students to have a positive experience as they adjust to their University environment.
17. Assists in opening and closing the hall, including staying late and/or arriving early, as needed.
18. Assists in additional responsibilities as defined by the Hall Director, Assistant Hall Director and/or Office of Residence Life.
19. Successfully completes all items in the student staff employment contract.

## **B. Supervision and Scheduling of Student Desk Assistants**

1. Assist HD in selection, supervision, evaluation, and termination of student Desk Assistants.
2. Is responsible for initial and ongoing training for student employees and delegating assigned duties in conjunction with the HD, including proper usage of front desk manager program, basic troubleshooting of front desk printer, and knowledge of residence hall services, policies, and procedures.
3. Ensure quality customer service and public relations functions on behalf of the University and the Office of Residence Life (i.e., Vanguard hall tours, proper greeting of visitors, phone etiquette, etc.)
4. Develops a workable weekly schedule for student desk assistants to meet the necessary desk hours of operation.
5. Is responsible for holding periodic desk staff meetings of desk employees.
6. Is responsible for distributing and collecting student time sheets and keeping accurate records of hours worked for each student employee.
7. Supports a positive working and living environment.
8. Is responsible for working 2 hours each week at the Front Desk.
9. Building a desk staff team.

## **C. Administrative Responsibilities**

1. Assist HD with opening and closing of front desk operations.
2. Assist HD with administrative tasks for 3 hours a week.
3. Coordinate projects assigned to desk staff by the HD or the Assistant Director of Residence Life - Operations.
4. Responsible for upkeep and inventory of items available at the desk, including notifying HD of concerns, and informing residents of available inventory.
5. Coordinate check-out of keys for use of facilities such as game room, sauna, computer room, and kitchen. Reports lost keys to HD immediately.
6. In the case of a Desk Assistant's absence, is responsible for emergency coverage and assisting in finding a replacement.
7. Perform basic troubleshooting for computer-related problems and email: rlis@uwlax.edu to report concerns, lab improvements, and equipment breakdowns, etc. Complete weekly rounds and report through email any computer related concerns.
8. Periodically check vending and laundry machines and report machines out-of-order to HD/AHD and Assistant Director of Residence Life - Operations.
9. Responsible for maintaining proper security of Front Desk and storage areas.
10. May be responsible for daily delivery of residence hall mail to the Office of Residence Life as well as daily mail pickup in HD/AHD absence.
11. Supervise distribution of U.S. mail, campus mail, and packages.
12. Coordinate posting of publicity and bulletin boards in public areas.
13. Coordinate the upkeep, inventory and routine maintenance of hall equipment including vacuums, overseeing the emptying of bags; defrosting the freezer and cleaning of pizza ovens.
14. Coordinate the DVD Program. Responsible for security of the hall DVD binder and weekly inventory of that binder.

## **D. Management of Front Desk Financial Transactions**

1. Accountable for all front desk financial transactions and depositing of money (i.e., sale of stamps, pizza, ResNet cords, parking permits, and miscellaneous items).
2. Maintain proper financial records (i.e., revenue reports, vending and laundry refunds, etc.)
3. Responsible for purchasing new items and processing charges for lost, stolen, or damaged items in cooperation with the HD.
4. Work to facilitate HD and Office of Residence Life approved sales, rental, or collection of miscellaneous financial transactions (i.e., sale of t-shirts).