

Residence Life

Desk Assistant Position Description



POSITION SUMMARY

The front desks are the central hub of information and often the first point of contact for students and guests in the residence halls. Desk Assistants employ various community building strategies to create positive, welcoming, and inclusive environments. They perform vital administrative functions, provide resources and information to students, and invite students to participate in floor, hall, and campus communities.

JOB RESPONSIBILITIES

(1) General Student Staff Responsibilities

- a) Uphold the standards outlined in the Student Staff Employment Agreement.
- b) Be familiar with and understand the Mission and Guiding Principles of Residence Life.
- c) Attend desk shifts in a timely and consistent manner.
- d) Demonstrate professionalism and problem solving skills to assist residents and guests.
- e) Continually seek opportunities to enhance the front desk experience.
- f) Regularly update team members and supervisors regarding activities at the front desk.
- g) Assist in additional responsibilities as defined by Residence Life Professional Staff.

(2) Customer Service

- a) Greet everyone who enters the residence hall with a friendly and engaging manner.
- b) Foster a fun, welcoming environment by actively interacting with residents and guests.
- c) Answer questions and provide assistance/resources to residents and guests.
- d) Promote active and passive engagement through activities hosted by hall staff.
- e) Update promotional boards with relevant information communicated by supervisor.
- f) Answer the desk phone and provide guidance.

(3) Lobby/Desk Environment

- a) Ensure the lobby/desk area is clean before, during, and after shift.
- b) Maintain organization of desk supplies and check out items.
- c) Ensure the lobby/desk area is secured when leaving desk.

(4) Knowledge of Procedures/Policies

- a) Understand policies and perform front desk procedures, including emergency plans of action.
- b) Accurately record check out items and maintain inventory.
- c) Report policy violations and concerning behavior to Resident Assistants, Senior Staff, or Residence Director.
- d) Provide accurate information to questions/requests and refers students to proper resources.
- e) Comply with confidentiality and privacy expectations.
- f) Follow protocols for key management and access control, ensuring no misuse of keys or breach of security.

(5) Team Collaboration

- a) Communicate effectively with peers and supervisors regarding desk operations and resident concerns.
- b) Coordinate shift switches with peers and involve supervisor if needed.
- c) Attend and participate in meetings called by supervisor.