Office of Residence Life
Desk Coordinator Position Description

POSITION SUMMARY
Desk Coordinators are an integral component to the success of the Office of Residence Life. Desk Coordinators have an enormous opportunity and responsibility to enhance the experience our students have living on campus and attending UW-La Crosse. The Desk Coordinator is primarily responsible for the total operation of the front desk in their assigned residence hall and also for the greater student population living in the residence hall. The Desk Coordinator works to foster an inclusive living and learning environment with an emphasis on academic success, building healthy relationships, personal growth, responsibility, respect, leadership and citizenship.

JOB RESPONSIBILITIES
(1) General Student Staff Responsibilities
(2) Supervision of Desk Assistants
(3) Front Desk Financial Management and Administrative Responsibilities
(4) Community Development
(5) Maintain Safety and Security
(6) Team Collaboration and Support
(7) Administration Responsibilities

(1) General Student Staff Responsibilities
a) Uphold the standards outlined in the Student Staff Contract.
b) Know and understand the Mission and Diversity Statement of The Office of Residence Life.
c) Know, understand, and be prepared to reference resource materials available to you in your position, specifically the Student Staff Google Site.
d) Maintain a professional manner and positive attitude while serving as a University employee and representative of the Office of Residence Life both on and off campus.
e) Student Staff are expected to be in their respective residence hall most nights of each week and be available to residents.
f) Facilitate open and honest communication among all students, Student Staff and Professional Staff.
g) Problem solve and use critical thinking to find solutions to issues in your position.
h) Participate in student staff orientation and departmental trainings throughout the year.
i) First Year Staff - Enroll and fulfill the requirements of the EFN 222 class.
j) Assist in additional responsibilities as defined by the Hall Director (HD), Assistant Hall Director (AHD) and/or the Professional Staff in the Office of Residence Life.

(2) Supervision of Desk Assistants
a) Assist HD/AHD in selection, supervision, evaluation, and if necessary, termination of Desk Assistants.
b) Facilitate initial and ongoing training for Desk Assistants ensuring they are prepared to complete assigned duties, including knowledge of residence hall services, policies, and procedures as well as proper usage of front desk manager program and basic troubleshooting of the front desk printer.
c) Ensure quality customer service and public relations functions on behalf of the University and the Office of Residence Life (i.e., proper greeting of visitors, phone etiquette, Vanguard hall tours, etc.).
d) Develop a weekly schedule for Desk Assistants to meet the necessary desk hours of operation.
e) Create a contingency plan for when Desk Assistants are absent and implement coverage so the front desk continues with normal operating hours.
f) Hold periodic desk staff meetings.
g) Develop team chemistry through social opportunities, team development activities, and creating opportunities for effective relationships and communication.
h) Mediate conflicts between Desk Assistants as necessary.
i) Establish and maintain a positive working environment including the atmosphere of the lobby area.
j) Work with the HD/AHD to ensure electronic time cards are accurately recorded and processed.
(3) Front Desk Financial Management and Administrative Responsibilities

a) Manage Front Desk financial transactions:
   • Complete all front desk financial transactions including the depositing of money (i.e., sale of stamps, pizza, ResNet cords, cable cords, and miscellaneous items).
   • Maintain proper financial records (i.e., revenue reports, pizza sales, etc.).
   • Purchase new items and process charges for lost, stolen, or damaged items in cooperation with the Hall Director.
   • Work to facilitate sales and collection of miscellaneous financial transactions approved by the Hall Director and Office of Residence Life.

b) Create effective systems of organization at the Front Desk, allowing for Desk Assistants to efficiently meet the needs of students.

c) Work 2 hours each week at the Front Desk.

d) Assist HD/AHD with opening and closing of front desk operations for university breaks.

e) Assist HD/AHD with administrative tasks.

f) Coordinate projects assigned to desk staff by the HD/AHD.

g) Maintain and update an inventory of items available at the desk, including notifying HD/AHD of concerns, and inform residents of available inventory.

h) Coordinate check-out of keys for use of facilities such as game room, computer room, and kitchen. Reports lost keys to HD/AHD immediately.

i) Perform basic troubleshooting for computer-related problems and email RLIS to report concerns, lab improvements, and equipment breakdowns, etc. Complete weekly rounds and submit an email report of any computer related concerns.

j) Periodically check vending and laundry machines. Report out-of-order machines to HD/AHD or the Central Office.

k) Ensure proper security of Front Desk and storage areas especially when the desk is closed.

l) Oversee distribution (including the forwarding) of U.S. mail, campus mail, and packages.

m) Coordinate the cleanliness and routine maintenance of hall equipment used/available at the front desk. This includes vacuums, garbage bags, shovels, freezer, and pizza ovens.

n) Coordinate the DVD Program. Ensure the security of the assigned DVD binder including weekly inventory.

o) Meet with other Desk Coordinators and the Assistant Director of Residence Life – Operations monthly or as frequently as needed.

(4) Community Development

a) Promote the "ACUHO-I Statement of Residents' Rights and Responsibilities" as outlined in the "Living On" Handbook.

b) Establish effective relationships with students in your community.
   • Be available daily, with your door open, to meet and socialize with residents.
   • Each week spend time informally visiting with residents.
   • Eat at least three meals a week with residents.

c) Implement community development and programming efforts within the residence hall as outlined by the Hall Director.

d) Disseminate knowledge to assist students with successfully navigating campus resources.

e) Promote educational opportunities that focus on awareness of cultural differences, self-assessment of personal bias, and desirable behavior within the community.

f) Assist students in understanding differences and social justice issues.

g) Create an academically-focused community environment that supports student success and learning.

h) Help students engage and connect with the University Community.

i) Encourage civic engagement in the greater La Crosse area.

j) Work with other Student Staff, hall leaders, and campus entities to create events and interactions aimed at meeting the needs of residents.

k) Support departmental and campus activities through encouraging resident participation and collaborating with other campus offices and organizations.
(5) Maintain Safety and Security
   a) Role model cleanliness and respect for the physical environment of the community including bathrooms, common areas, and personal room.
   b) Work to maintain a safe and clean living environment.
   c) Support, collaborate with, and explain the role of Housekeeping Staff (including Assistant Housekeepers) in maintaining the cleanliness of the community.
   d) Communicate work orders and facility issues with housekeeping, maintenance staff, and Hall Director in a timely manner.
   e) Follow up to ensure that all work requests and facilities issues are resolved.
   f) Fill the role of Assistant Housekeeper as necessary.
   g) Know and understand the rationale for policies and procedures and be able to communicate them effectively to residents.
   h) Abide by, support, and participate in the implementation and enforcement of policies.
   i) Be prepared to quickly implement procedures outlined in the Emergency Manual Flipchart.
   j) Assist in maintaining order in emergency situations, including fire alarm evacuation, police presence, emergency medical personnel, hate incident response protocol, etc.
   k) Identify when and with whom to implement appropriate crisis management and intervention responses.
   l) Inform professional staff of situations with individuals on your desk team or in your community (such as issues, behavioral changes, unknown whereabouts of residents, etc.) through written communication, information meetings, 1-1's, Incident Reports, and/or staff meetings.
   m) Know and utilize basic helping skills to assist students with personal concerns, using referral guidelines when necessary.
   n) Maintain appropriate use of building keys according to the "Staff Key Agreement and Record."
   o) Share responsibility of duty nights and hall security
      - General duty guidelines include: being available from 9:00pm - 7:00am holding the duty phone, conducting duty rounds, locking entry doors, observing facility needs, enforcing quiet hours, documenting policy violations, responding to emergency situations, completing a duty log, as well as positively interacting with residents.
      (Additional duty guidelines are set at the discretion of the Hall Director).
      - Student Staff are expected to always respond to situations which require attention in any residence hall, regardless of whether they are on duty or not.

(6) Team Collaboration and Support
   a) Develop and cultivate an understanding of the various working styles, Strengths, and personalities of your teammates to maximize effectiveness and productivity.
   b) Develop a working relationship with the Hall Director/Assistant Hall Director.
   c) Work with, support, and be able to explain the role of Resident Assistants in the completion of their duties.
   d) Provide support for the initiatives of the Hall Executive Team and attend hall government meetings.
   e) Engage in team development opportunities, including expected participation in fall training staff camp.

(7) Administrative Responsibilities
   a) Attend and participate in all meetings called by Professional Staff.
   b) Be punctual and timely with assigned tasks and responsibilities.
   c) Assist in opening and closing the residence hall for the academic year and university breaks. This may include staying late and/or arriving early, as needed.
   d) Assist the Hall Director in occupancy management including room changes and the logistics of overflow housing.
   e) Demonstrate effective stewardship and use of resources (financial, human, material).
   f) Support and participate in the evaluation of Residence Life Staff and program.
   g) Complete responsibilities for administrative tasks as assigned by Professional Staff.