Desk Assistant Position Description

Desk Assistants (DA) provide excellent customer service to our residents, their families and guests, and other members of the University of Nebraska at Kearney community. The DA is a primary source for information regarding Residence Life and UNK. The DA works at the residence hall front desk assisting in the administration, service, and security of the residence hall. As the first contact to residents, visitors, and persons in and outside of the UNK community, DAs demonstrate professionalism and customer service at all times, while also responding quickly and effectively in emergencies and situations involving student safety. This position reports to the Assistant Director of Operations, Residence Life.

Required Qualifications
- Full-time registered student (undergraduates must enroll in no less than 12 credit hours per semester and no more than 21 hours; graduates must enroll in 9 credit hours per semester).
- Good standing with the Office of Residence Life and the University, including no significant or recent student conduct history.
- Good customer service skills, telephone experience, and organizational skills. Good communications skills and ability to do routine tasks. Responsible, dependable, and able to follow directions.
- Trustworthiness and ability to maintain confidentiality.

Preferred Qualifications
- Federal Work Study (FWS) eligible. Must demonstrate proof of FWS funding eligibility.
- Availability a minimum of two days per week (Sunday through Friday) between hours of 10:00AM – 7:00PM.

Job Duties
A Desk Assistant provides information, support and services to residents. These functions are varied and extensive. Some responsibilities include:
- Act as a resource person about the Office of Residence Life and the University.
- Receive, distribute, and forward registered mail, non-federal mail, packages, special deliveries, etc.
- Communicate with coworkers, students, parents, and University staff.
- Take in-person and telephone messages for hall staff.
- Make referrals to Residence Life staff or to other University offices/departments as necessary.
- Assist residents with checking in/out of desk equipment.
- Report student or guest facility concerns by submitting work requests as needed.
- Maintain security of keys, equipment, and technology assets at desks.
- Support residence hall check-in/out processes as requested.
• Report accidents, emergencies, solicitors, and unauthorized persons to supervisors and/or UNK Police.
• Articulate residence hall policies, procedures, and services to students and guests.
• Attend and participate in staff meetings, training programs, and in-services as scheduled.
• Develop positive working relationships with coworkers and all Residence Life staff.
• Maintain confidentiality of all records in accordance with applicable regulations and laws.
• Conduct self in a friendly, helpful, businesslike manner and treat those seeking assistance with courtesy, respect, and consideration at all times.
• Perform tasks as assigned by professional hall staff and the Assistant Director of Operations, Residence Life.

General Expectations
The DA:
• Serves as a resource for residents, families and other campus community members and should be familiar with the services and opportunities provided by Residence Life, the Division of Student Affairs, and other university departments and offices.
• Will be knowledgeable of and able to communicate departmental procedures and policies to residents.
• Is expected to support the vision, mission, values, philosophies, and goals of the department.
• Will help to create and maintain a friendly, respectful, and accepting atmosphere at their residential front desk.
• Will be expected to arrive on time for all scheduled shifts and communicate any necessary absences in a timely manner.

Role Modeling and Leadership Expectations
The DA:
• Is responsible for abiding by and upholding all residence hall and university policies.
• Will serve as a positive role model for all students. This includes but is not limited to modeling appropriate and mature behavior on and off campus as well as via digital and social media.
• Will fulfill all expectations as described and provided in training sessions, the Student Staff Manual, and through direct supervision.

Administrative Responsibilities
The DA will:
• Serve as first-line of communication with residents and guests via phone and in-person.
• Provide clerical support for hall staff by maintaining files, creating documents, assisting with data entry, making phone calls, etc.
• Maintain complete and accurate notes in the desk logs.
• Receive and report requests for repairs, maintenance, and lock changes.
• Complete special projects as assigned by Residence Life staff.
Customer Service Responsibilities
The DA will:
- Maintain a positive attitude at all time that is welcoming to residents/guests and supportive of the University and the department.
- Be knowledgeable; provide excellent customer service to students and guests by phone and in-person regarding any housing and residence life questions, concerns, policies and requests.
- Promote a sense of security within the residence halls through addressing student behaviors, reporting concerns, and responding to any emergency concerns.
- Uphold and maintain confidentiality with sensitive student information.
- Maintain a high level of professionalism in communication with residents, staff and guests.
- Become familiar with the different offices and services available to students at the University in order to make appropriate referrals to residents and visitors.
- Be aware of and promote Residence Life and campus programming to residential students.

Time Commitment
The DA will:
- Be scheduled for no more than 19.5 hours on-campus per week during the academic year.
- Attend and actively participate in any mandatory staff meetings and training sessions as scheduled.
- Request and obtain approval from a supervisor prior to any shift changes or absences.

Compensation
The DA will:
- Be compensated at a rate of $9.00 per hour.
- Be responsible for accurately reporting their hours by the deadlines established by supervisors and university payroll.
- Be responsible for verifying and providing proof of FWS funding status at the start of employment as well as maintaining record of remaining funds throughout the academic year.
- Maintain Federal Work Study (FWS) funding for the duration of their employment. In the event that the DA depletes their FWS funding or their eligibility changes while employed in the position, decisions regarding continued employment will be made on a case-by-case basis.