

## **DESK ASSISTANT POSITION DESCRIPTION**

The Desk Assistant (DA) is an integral member of the Housing and Residence Life team, serving as one of the initial representatives of the residence halls and Seattle University (SU) communities. The DA works at the residence hall front desk, assisting in the administration, service and security of the residence hall. The DA, often the first contact to residents, visitors, and persons outside of the SU community, must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in emergency situations. Candidates must demonstrate effective leadership, organization, and administrative skills.

**Reports to:** Area Coordinator (AC)

### **Qualifications:**

1. Be enrolled as a full time student at Seattle University.
2. Be in good academic (maintaining a 2.5 cumulative GPA) and conduct standing with Seattle University and Housing and Residence Life.
3. Be eligible for Work Study.
4. Have basic knowledge of office procedures including software skills, filing, typing, and phone skills.

### **General Responsibilities:**

#### Customer Service

1. Act as a role model for community members.
2. Enforce and uphold all University and Housing and Residence Life policies.
3. Maintain a positive and professional customer service attitude that is supportive of the University and Housing and Residence Life.
4. Demonstrate a friendly demeanor that is welcoming and inclusive to all who approach the front desk.
5. Remain attentive to building activity, particularly concerning access and fire safety.
6. Become familiar with the different offices and services available to students at the University in order to accurately answer questions or make appropriate referrals to residents and visitors.
7. Be alert to any emergency situation or other condition that may require attention, and inform Housing and Residence Life, the Residence Hall Staff, or Public Safety as appropriate.
8. Protect confidential student information to be in compliance with FERPA.

#### Team Oriented

1. Participate in DA training and regular staff meetings.
2. Be available to cover extra desk shifts when needed.
3. Maintain a positive and productive work ethic.

***Seattle University Housing and Residence Life does not discriminate on the basis of race, religion, gender, sexual orientation, or disability.***

## **Housing and Residence Life**

### *Desk Assistant (DA) Position Description 2019-2020*

#### **Administrative Responsibilities:**

1. Sort and distribute all mail and packages for the residence hall.
2. Use student database system, StarRez
3. Respond to all telephone calls and emails sent to the front desk email account.
4. Disseminate fliers and other information as instructed.
5. Receive and report requests for repairs, maintenance, refunds and lock changes.
6. Maintain and complete accurate desk logs, such as spare key, equipment, lock out and other important logs.
7. Maintain complete and accurate notes in the Communication Log at the beginning and end of each shift and being aware of notes from others' shifts.
8. Maintain an orderly desk and monitor desk supplies and equipment.
9. Issue recreational and rentable equipment and maintain information regarding equipment use and damage.
10. Make and hang posters for building needs.
11. Provide clerical support for A/AC by maintaining files, creating documents, etc.
12. Provide central support for Housing and Residence Life through assigned tasks.
13. Other duties as assigned.

#### **Terms of Employment:**

1. Appointment is for one academic year.
2. Because of the nature of the DA position, each DA is asked to be:
  - a. Available to return prior to the opening of the residence halls each quarter and work until the closing of the halls each quarter.
  - b. Responsible for covering holidays and other University breaks (including Thanksgiving, Winter and Spring Breaks).
  - c. Available to work weekends.
3. DAs must adhere to all expectations outlined in the Front Desk Manual. A DA may be dismissed from the position for continued poor performance.
4. Each DA is formally evaluated once per academic year and will be provided feedback throughout their employment period.
5. The period of employment is contingent upon the successful completion of tasks, positive evaluations, and exhibition of personal growth in the position.

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