DESK COORDINATOR
POSITION DESCRIPTION

The Desk Coordinator (DC) is an integral member of the Housing and Residence Life team, serving as one of the initial representatives of the residence hall and Seattle University (SU) communities. The DC coordinates the operations of the residence hall front desk, manages desk supplies and equipment, and assists in other building projects and processes. The DC assists the Desk Supervisors with the supervision on Desk Assistants (DA) through accountability measures, performance evaluations, and delegation. The DC, often the first contact to residents, visitors, and persons outside the SU community, must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in emergency situations. The DC serves as the primary means of communication to all members of the front desk staff and serves as a liaison between the DAs and Housing and Residence Life. The DC integrates the needs of the residents, staff, and Housing and Residence Life into the desk operations. Candidates must demonstrate leadership, management, and administrative skills.

Reports to: Area Coordinator (AC)

Qualifications:
1. Enrollment as a full time student at Seattle University.
2. Good academic (maintaining a 2.5 cumulative GPA) and conduct standing with Seattle University and Housing and Residence Life.
3. A minimum of one year (three quarters) of experience as a Desk Assistant or equivalent.
4. Eligibility for Work Study is preferred.

General Responsibilities:
Customer Service
1. Act as a role model for DAs and all 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. Protect confidential student information to be in compliance with FERPA.

Community Development
1. Assist the Area Coordinator and/or Assistant Area Coordinator with integrating the Community Development and Engagement Plan (CDEP) into desk operations.
2. Actively engage with residents and encourage DAs to do the same.
3. Work with Desk Supervisor to build community amongst residents, DAs, and RAs in the residence hall.

*Seattle University Housing and Residence Life does not discriminate on the basis of race, religion, gender, sexual orientation, or disability.*
Housing and Residence Life
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Operations Responsibilities:
Desk Operations
1. Coordinate desk schedule for hours of operation, including university breaks and holidays.
2. Be attentive to timelines and details.
3. Become familiar with emergency procedures as they pertain to the role of the desk as a center for emergency communication.
4. Assist in the opening and closing of the residence hall at the beginning and end of each quarter, as well as the transitions to and from summer conferences.
5. Assist the Desk Supervisor in accountability measures for DAs.
6. Complete performance evaluations for DAs with the support of the desk supervisor.
7. Delegate operational tasks to DAs when appropriate.

Coordination
1. Provide on-going feedback about the DAs to the Desk Supervisor.
2. Co-facilitate monthly desk staff meetings with the Desk Supervisor.
3. Assist in the planning and execution of DA training.
4. Create and maintain processes specific to the residence hall’s desk.
5. Create and update logs and procedures as needed.

Communication
1. Meet with the Desk Supervisor regularly.
2. Disseminate information and updates to the DAs.
3. In the event of an emergency or other situation requiring attention, inform the appropriate departments, such as Public Safety or Housing and Residence Life staff.

Administrative Responsibilities:
1. Perform all administrative tasks associated with the DA position (packages, communication logs, etc.)
2. In conjunction with the Desk Supervisor and Housing and Residence Life, assist in resident check-in, check-out, and room changes, including the coordination of mailbox distribution and keys.
3. Coordinate a quarterly key inventory of all lockout and miscellaneous keys.
4. Conduct necessary updates of rosters and mailboxes.
5. Keep track desk supplies and request new supplies from Desk Supervisor when needed.
6. Regularly monitor the condition of all equipment and recreational supplies of the desk in conjunction with the DAs.
7. Keep the desk supplied with necessary forms and review on a weekly basis.
8. Review and respond to the Desk Log and desk email account on a consistent and regular basis.
9. Assist the Desk Supervisor with building specific tasks when necessary.
10. Other duties as assigned.

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Terms of Employment:

1. Appointment is for one academic year.
2. Because of the nature of the DC position, each DC is asked to be:
   - Available to return prior to the opening of the residence halls each quarter and work until the closing of the halls each quarter.
   - Responsible for covering holidays and other University breaks (including Thanksgiving, winter, and Spring Breaks).
   - Available to work weekends.
3. Each DC will work between 12 to 20 hours per week through a combination of administrative hours and hours as a front desk assistant.
4. DCs must adhere to all expectations as outlined in the Front Desk manual. DCs may be dismissed from the position for continued poor performance.
5. Each DC is formally evaluated once in the academic year and will be provided feedback throughout their employment period.