

DESK ASSISTANT

The Desk Assistant is a student staff member of Housing and Residential Life who assists the Residence Director in developing an environment conducive to comfortable living, academic excellence and personal growth. Preference in filling positions is given to hall residents. The following expectations specify the major responsibilities of the Desk Assistant position. Desk Assistants report directly to the residence director.

REQUIREMENTS

The Desk Assistant must have at the time of hire and maintain the following requirements:

- An Overall Texas State GPA of 2.5 or higher and a minimum semester GPA of 2.25;
- No current or pending disciplinary sanctions;
- Be a student in good standing.
- Attend all training workshops and scheduled staff meetings.
- Good typing skills preferred; and good public relations and communication skills; must report to work early and be able to work during weeks of opening and closing of halls.
- Be enrolled as a full time student enrolled at Texas State University.

As a member of the Housing and Residential Life Staff, the Desk Assistant is part of a team, and must establish effective working relationships with other University personnel.

RESPONSIBILITIES

1. Report situations that may jeopardize the safety of the residence hall to the appropriate personnel in a timely manner.
2. Provide prompt, courteous and efficient customer service while working at the desk.
3. Serve as a communication liaison between hall residents and hall staff, including any events or conditions that could potentially affect a resident, floor, hall or University.
4. Monitor all individuals entering a residence hall to ensure that only residents and their guests are permitted in the building.
5. Perform administrative duties as assigned, including but not limited to: completing all logs accurately and timely, assisting with check-in and check-

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- out procedures, submitting work orders, as well as other tasks assigned by RD.
6. Sort and distribute mail in accordance with established guidelines.
 7. All keys should only be handled and/or used for official University purposes that are directly related to the job responsibilities of the DA.
 8. Adhere to established Front Desk dress code and expectations. Maintaining a neat and clean appearance at Front Desk, at all times.
 9. Never leave the desk unattended and stay at the desk until relieved of duties from the next scheduled Desk Assistant.
 10. Perform specific tasks in priority order (including task assignments) as assigned by the RD.
 11. Ability to maintain confidentiality and manage confidential information appropriately Be familiar with and abide by all University and departmental policies.
 12. Be familiar with the roles and responsibilities assumed by other University personnel;
 13. Have thorough knowledge and abide by the Student Rights and Responsibilities policies and procedures.

DEPARTMENT OF HOUSING AND RESIDENTIAL LIFE
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