

Desk Assistant Job Description

Working Title: Desk Assistant

Classification: Student Employee

Position Summary: The Desk Assistant (DA) is a student staff member of Housing and Residential Life who assists in developing an environment conducive to comfortable living by providing excellent customer service at the residence hall front desk or mail room. DAs help residents by answering questions from students and guests, disbursing mail and packages, answering the phone, and checking out equipment.

Compensation: \$8.00/hour

Supervisor: Residence Director or Graduate Residence Director

Conditions of Employment:

- 1) An overall Texas State GPA of 2.5 or higher and a minimum semester GPA of 2.25.
- 2) No current or pending disciplinary sanctions.
- 3) Be a student in good standing as defined by the University.
- 4) Maintain status of a full-time student as defined by the University.
- 5) Attend all training workshops and scheduled staff meetings.
- 6) Ability to work between the hours of 10am-10pm, week days and weekends.
- 7) Flexibility to work in a variety of residence hall front desks and mailrooms, dependent on departmental need.
- 8) May not hold another on-campus job (paid) when employed by DHRL.
- 9) Provide own transportation to work, which may require the purchase of a TXST parking permit.
- 10) Must be able to work a minimum of 8 hours per week.
- 11) May not exceed 25 hours of work per week (Sunday through Saturday) for domestic students or 20 hours of work per week (Sunday through Saturday) for international students.
- 12) Must report to work early and be able to work during weeks of opening and closing of halls.
- 13) Reappointment is based upon job performance, evaluation, and continuing enrollment in the University.

Preferred Qualifications:

- 1) Previous experience in an office environment
- 2) Previous employment with customer service
- 3) Strong organizational and computer skills
- 4) Knowledge of on-campus resources for students
- 5) On-campus involvement in student organizations and/or leadership opportunities
- 6) One or more semesters of living in the residence halls
- 7) Live in Texas State residence hall during employment as Desk Assistant

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 taking complete messages in a professional and legible manner.
- 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 by the RD or GRD, including but not limited to: completing all logs accurately and legibly, assisting with check-in and check-out procedures, and submitting work orders.
- 6) Receive, sort, and process incoming mail. Bundle and sort outgoing mail according to US Postal Service requirements.
- 7) Receive and sign for overnight/priority mail such as Fed-Ex or for certified return receipt mail.
- 8) Maintain accurate records of packages received, returned, or picked up using provided logs.
- 9) Send e-mail notifications and reminders about packages to residents.
- 10) Follow established procedures regarding the use and distribution of University keys.
- 11) Adhere to established Front Desk dress code and expectations; maintaining a neat and clean appearance at the desk, at all times.
- 12) Ability to maintain confidentiality and manage confidential information appropriately.
- 13) Be familiar with and abide by all University and departmental policies.
- 14) Be familiar with the roles and responsibilities assumed by other University personnel.
- 15) Have thorough knowledge and abide by the Student Rights and Responsibilities policies and procedures.
- 16) Perform specific tasks in priority order (including task assignments) as assigned by the RD.
- 17) Other duties as assigned.

HOUSING & RESIDENTIAL LIFE

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