TCU Housing and Residence Life: Desk Assistant Job Description 2019-2020

Residence Hall Desk Assistants are responsible for all office operations during their office hours. The Desk Assistants report to the Assistant Hall Director and Hall Director of the building. They may also work closely with the Resident Assistants (RAs) in that building. A TCU Desk Assistant represents their residence hall, TCU Housing and Residence Life, and the TCU community as a whole.

Students must live on campus for the duration of their employment to be eligible for this position.

Desk Hours of Operation

- Monday - Friday 9:00 a.m. to 3:00 a.m.
- Saturday 10:00 a.m. to 3:00 a.m.
- Sunday 1:00 p.m. to 3:00 a.m.

Desk Assistant Hours and Compensation

- 8 hours per week including some weekends shifts
- $7.25 per hour for daytime hours (9:00am – 12:00am)
- $8.25 per hour for nighttime hours (12:00am – 3:00am)

Desired Qualities

- Responsible
- Dependable
- Professional
- Courteous
- Problem solving skills
- Social and interpersonal skills
- Knowledge of Microsoft Office (Word, Excel, etc.), and Google.docs
- Lives on campus
- Work-study eligible
- Interest in working 8 hours or more per week

Customer Service

- Greet each person who enters the residence hall
- Maintain a clean and welcoming space at the desk
- Answer the community telephone
- Assist residents or guest with questions or concerns they may have
- Complete customer service and compliance training and implement in the role
- Be familiar with the layout of the community

Community Building

- Welcome all residents and guest to the community, making the desk/office have welcoming home environment
- Complete training on Knowing Connecting, and Empowering model and implement in programming initiatives
- Host programs that help residents know, connect, and empower
- Support activities, events, and initiatives taking place in the community (especially the lobby)
- Build relationships with residents of the residential community

Safety

- Contact appropriate hall staff when policy violations occur in lobby areas
- Ensure that all guests are escorted by a building resident when entering the building
- Address any policy violations, including tailgating or unescorted guests

- Respond to crisis as outlined in the crisis management procedures

Administrative Duties
- Post signs and fliers in the community
- Check out and record equipment use
- Maintain inventory of community equipment and supplies
- Accept appropriate deliveries on behalf of residents
- Report service request in the appropriate format
- Record messages for hall staff and deliver information to them promptly
- Make notes of anything that occurs during the shift and pass on to the next person
- Other Duties as assigned

Expectations:
- Follow all TCU policies and Student Code of Conduct
- Maintain confidentiality of student records and personal information
- Maintain an open line of communication with the AHD and HD
- Attend all scheduled trainings, in-services, staff meetings, developments and desk shifts
- Be punctual and ensure that your shift is always covered
- Find coverage for your shift at least 24 hours in advance if you need to be absent
- Complete all requested paperwork in a timely manner
- Keep the desk clean and organized
- Follow hall procedures on maintaining the desk
- Complete task as requested by hall staff members
- Develop a welcoming presence in the community
- Be polite and courteous at all times
- Wear appropriate work attire. No pajamas, inappropriate/offensive clothing, or house slippers may be worn while at work.
- People "hanging out" at the desk may not be behind the desk. This includes other desk assistants who are not scheduled to work.
- Headphones are not to be used while at work.
- Audio coming from the front desk may not contain foul language or be offensive.

Beginning and Ending the Shift
- Check what equipment is in/out and ensure all items are accounted for.
- Write down anything of note that happens on your shift in the desk log or how your supervisor prefers it.
- Follow your hall's specific guidelines regarding shift expectations
- Make sure the office is clean as you begin/end your shift.

Attendance
- Desk assistants must work their scheduled hours. Please be on time and do not leave until the next worker arrives to work their shift. Do not schedule shifts that require you to arrive or leave 5-10 minutes early/late.
- Changing shifts should be the exception rather than the rule. Use the system in place in your building to alert other staff members of the change. **It is your responsibility to ensure your shift is covered.** If an unexpected emergency occurs, make sure you have contacted another staff member and secured coverage.
- If you are unable to secure coverage, you must personally contact the AHD/LDA to advise them that you are unable to come to work and have not secured coverage.