

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

The Lead Desk Assistant is responsible for administrative and staffing duties at the front desk of each TCU Residence Hall. Residence Hall Desk Assistants are responsible for all office operations during their office hours. The Lead Desk Assistants report to the Assistant Hall Director (AHD) and Hall Director (HD) of the building they are working and work closely with the Desk Assistants (DAs) and Resident Assistants (RAs) in that building. A TCU Lead Desk Assistant represents the Residence Hall in which they work, TCU Housing and Residence Life as well as the TCU community as a whole.

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.

Lead Desk Assistant Hours and Compensation

- 10 hours per week including 8 hours at the desk and 2 hours outside of the desk
- \$8.25 per hour for up to 10 hours per week
- Up to \$1,000 off of a meal plan of your choice

Desired Qualities of a Lead Desk Assistant

- Responsible
- Dependable
- Professional
- Personable
- Ability to motivate others
- Knowledge of and Practices great customer service
- Demonstrates leadership abilities
- Critical thinking skills
- Communication skills
- Social and interpersonal skills
- Knowledge of Microsoft Office (Word, Excel, etc.), and Google.docs

Administrative Duties of a Lead Desk Assistant

- Review Google Doc weekly to ensure it is kept up to date with information such as but not limited to:
 - Shift changes
 - Equipment check in and out
 - Package logs and pick ups
 - DA shift task
- Ensure that the desk is kept tidy, presentable and stocked
- Notify the Hall Director and Assistant Hall Director of any issues requiring attention or intervention
- Assist AHD with desk operational task and scheduling as needed
- Assist with lockouts and key audits when available
- Create monthly office/lobby decorations and bulletin boards to create a welcoming atmosphere
- Coordinate desk programming and initiatives including training, tracking, ordering supplies and program evaluations and tracking
- Create and regularly update a bank of programming initiatives that can be done at the desk
- Create ways to engage DAs in their role at the desk

Staffing Duties of a Lead Desk Assistant

- Serve as the co-supervisor with the Assistant Hall Director to the Desk Assistants
- Serve as a liaison between the DA staff and AHD
- Organize, track and follow up with Desk Assistant shift changes
- Participate in year round DA interview processes
- Assist in DA training throughout the year as requested by the AHD
- Establish strong and sustainable communication efforts between DAs (GroupMe, email communication, etc)
- Communicate with AHD on a regular basis regarding desk activities
- Assist the AHD in leading DA staff meetings and staff developments
- Organize regular staff appreciation efforts in coordination with the AHD
- Assist AHD and HD with payroll and approval process weekly
- Participate in biweekly one-on-ones with AHD
- Meet with AHD and HD regularly to check in on desk operations
- Assist AHD in checking in with each DA monthly at their desk shifts
- Assist the AHD in conducting DA performance evaluations
- Address, document and notify AHD of any issues related to DA staff performance and/or discipline
- Notify the AHD and Hall Director of any issues requiring attention or intervention

In addition to the duties above, the Lead DA is expected to fulfill all job responsibilities of a Desk Assistant:

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

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

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 tasks 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, LDA or AHD and secured coverage.
- If you are unable to secure coverage, you must personally contact the AHD/HD to advise them that you are unable to come to work and have not secured coverage.