

Lead Desk Assistant JOB DESCRIPTION

Fall 2022 - Spring 2023

Philosophy of the Lead Desk Assistant Position

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. The Lead Desk Assistants are a part of the residence hall staff and are required to live on campus in close proximity to where they work. 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. As an employee of Housing and Residence Life, each LDA will support the TCU and HRL mission statements, and adhere to, administer, and enforce policies and procedures as outlined in the **Housing and Dining License and Student Handbook**. Lead Desk Assistants will also adhere to **all TCU COVID-19 [guidelines](#)** as [outlined](#) by the University and Housing and Residence Life expectations.

Duties and Responsibilities of the Lead Desk Assistant Position

Hire, Train and Supervise Desk Assistants/Provide Oversight of Desk Operations

- Create the weekly DA staff schedule based on work-study requirements
- Participate in year-round DA interview processes
- Collect and organize hiring paperwork and biweekly timesheets
- Plan and execute DA training at the beginning of each semester
- Develop each DA based on strengths and areas of improvement
- Establish strong and sustainable communication efforts between DAs (GroupMe, email communication, etc)
- Assist with providing KCE initiatives for DAs
- Conduct monthly staff meetings for DAs
- Meet regularly with each DA and provide ongoing supervision, feedback and support
- Outline OTM requirements and equip DAs with OTM writing techniques
- Conduct DA performance evaluations
- Address any issues related to DA staff performance and/or discipline
- Notify the Hall Director of any issues requiring attention or intervention
- Inventory office supplies
- Ensure that the desk is kept tidy and presentable

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
- 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
- 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

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 Relations

- 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, AHD or HD, and secure 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.

Desk Hours, Compensation and Ideal Qualities

Desk Hours of Operation

- Sunday - Wednesday: Noon-Midnight
- Thursday - Saturday: Noon-3:00AM

**Campus Apartments Hall Office serves as Lockout Specialists, and will open at 9am Monday-Friday

Lead Desk Assistant Hours and Compensation

- 12 hours per week including 10 hours at the desk and 2 hours in administrative work outside of the desk
- Lead DA must participate in training, staff meetings, 1:1s with HDs, 1:1s with DAs, DA Staff Meetings, programming and other tasks.

LDAs have an option of choosing a compensation plan with the expectation that the LDA is living on campus.

OPTION 1:

- Stipend amount of 6 hours/week at \$8.25/hour
- \$2,000 off residence hall room each semester
- Up to \$1,000 off of a meal plan each semester

OPTION 2:

- Stipend amount of 12 hours/week at \$8.25/hour
- Up to \$1,000 off of a meal plan each semester

Desired Qualities of a Lead Desk Assistant

- Responsible
- Dependable
- Professional
- Personable and able 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