

# Desk Assistant JOB DESCRIPTION

## Fall 2022 - Spring 2023

### *Philosophy of the Desk Assistant Position*

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Residence Hall Desk Assistants are responsible for all office operations during their office hours. The Desk Assistants report to the Lead Desk Assistant and Hall Director of the building. They may also work closely with the Resident Assistants (RAs) in that building. A TCU Desk Assistant must live on campus for the duration of their employment to be eligible for employment, represents their residence hall, TCU Housing and Residence Life, and the TCU community as a whole. Desk Assistants will also adhere to **all TCU COVID-19 [guidelines](#)** as [outlined](#) by the University and Housing and Residence Life expectations.

#### **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 LDA 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 LDA/HD to advise them that you are unable to come to work and have not secured coverage.

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## *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

### **Desk Assistant Hours and Compensation**

- DAs must work at least 8 hours per week at the desk, including some weekend shifts
- DA must participate in training, staff meetings, 1:1s with LDAs, DA Staff Meetings, programming and other tasks.
- \$8.00 per hour for daytime hours (12:00pm – 12:00am)
- \$9.00 per hour for nighttime hours (12:00am – 3:00am)

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### **Desired Qualities of a 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
- Work-study eligible
- Interest in working 8 or more hours per week