



POSITION DESCRIPTION

TITLE: Desk Assistant
CLASSIFICATION: Student Staff

POSITION SUMMARY:

This student position is the initial contact responsible for providing customer service to residents and guests at our communities' desks and during residence hall tours. In addition, the team member in this position assists the community administrative assistant, area coordinator/senior coordinator, residence hall director and/or graduate residents with administrative tasks and serves as a resource of information to residents and guests.

SUPERVISOR:

Residence Hall Director

CONDITIONS OF EMPLOYMENT:

1. To be classified in the student employment type or student worker category (STUWK), the employee *must be enrolled in and actively attending classes* (if classes are in session) at a University System of Georgia institution during the employment period.
2. Student staff in class at any point from May 13, 2019 through July 31, 2019 may only work 20 hours per week. Student staff not in class during the summer period (May 13, 2019 through July 31, 2019) may work 40 hours per week. Student staff may not move from 20 to 30 hours nor from 40 hour to 20 hours during the summer time period.
3. Have a minimum semester and cumulative UGA grade point average of 2.0 at the time of application and maintain a minimum cumulative and semester UGA grade point average of 2.0 during the period of employment. If the minimum cumulative or semester UGA grade point average is not maintained, the office assistant may be granted one (1) academic term to return to the minimum standards. New hires may not begin their contract under probation due to failure to meet the minimum academic requirements.
4. Must be in good standing with the Office of Student Conduct.
5. May not exceed 20 hours of work per week, except when classes are not in session and the student employee must have prior permission from the supervisor. This includes online training, staff meetings and one-on-ones.
6. May not exceed 6 consecutive hours of work.
7. Continued employment is based upon job performance, evaluation and enrollment in the University.
8. Student employees are considered temporary employees. A temporary employee may be separated at any time for any reasons without notice and either the employer or the employee can end the employment relationship. Such separation is not grievable or subject to appeal. http://www.usg.edu/hr/manual/employee_categories

RESPONSIBILITIES:

1. Support, communicate, enforce and abide by all university and department policies, procedures and regulations.

2. Support the community office staff by performing assigned administrative responsibilities effectively and efficiently.
3. Assist in the opening, closing and transition of residence halls. This may require early arrival and late departures, as well as working during break periods.
4. Function as a resource for accurate information concerning Housing and university operations.
5. Positively represent your community and act as an ambassador for the department
6. Lead tours of building common areas and show rooms during designated tour times
7. Ensure the tour room is tidy prior to tours
8. Answer visitor questions and provide accurate information about University Housing, and appropriately refer visitors for further information
9. Promote the value of living on campus
10. Follow appropriate protocols in addressing incidents and potential policy violations.
11. Assist community office staff during a crisis or emergency, maintaining appropriate confidentiality.
12. Participate in all departmental and community training.
13. Participate in all meeting activities including, but not limited to: staff meetings, community staff meetings and one-on-one meetings with your supervisor.
14. Follow appropriate community desk policies and procedures including, but not limited to: key management, equipment check-out and access control.
15. Perform other duties consistent with the purpose of the position as assigned.