

WesternLeader 2021-2022

Desk Assistant (DA)

Overview

The Desk Assistant (DA) serve as the first line of contact for University Housing and Dining Services. As a DA, you will provide friendly customer service to the students and staff you come in contact with. This position serves as an information source and represents the University to students, family, and guests.

Requirements

Applicants must be in good judicial standing with the University, able to consistently and effectively communicate, be a positive University representative, have customer service experience, and able to handle crisis/emergency situations. Work experience is preferred. Applicant also must be residing in on campus living during the time of employment. The GPA requirement to be a DA is 2.35.

Please note a candidate is unable to be both a Desk Assistant and a Resident Assistant.

Responsibilities

Administrative

Assist with registration, check-in and check-out of packages, keys, and supplies. Report issues to proper authority, complete ethics and sexual harassment proficiency exams, and maintain confidentiality. Must be able to answer the telephone and take messages effectively. Must be able to use office machines (computer, phones, printers, etc). Must be able to prioritize work. **Additional duties may be assigned by supervisor.*

Customer Service

Provide high quality customer service to all students. Communicate concerns/issues to residence hall staff, students and customers. Serve as an information source and positively represent the University to students, family, and guests including wearing Western apparel while working at the desk. DAs must also be able to maintain a positive attitude while working in a flexible and changing environment.

Team Member

Be a team player by showing up to shifts on time (10 minutes early in most cases), follow proper shift switching protocol (specific to each desk) and be willing to answer personal cell phone when not scheduled to cover shifts at the desk if needed.

Desk Attendance

Students may work a maximum of 20 hours per week while school is in session and 40 hours per week during break periods. Residence hall desks are open 20-24 hours a day while residence halls are open, so students must be available to work their scheduled shifts which may include early or late shifts.

**Scheduling is based upon a student's availability after submission of their schedules.*



- ↳ DAs work August - May, which may include staying late for breaks.
- ↳ DAs are compensated minimum wage

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