Desk Assistant (DA) Job Description

Supervised By: Community Development Coordinator

PURPOSE OF POSITION
The Desk Assistant is a student staff member who assists the community development of the residence halls by providing excellent customer service at the residence hall front desk. Desk Assistants help residents by answering questions from students and guests, checking out temporary access cards and keys, disbursing packages, answering the phone, and providing general customer service for resources provided at the desks. This position varies in hours per week and is paid state minimum wage.

PRIMARY DUTIES

Administrative

- Participate in all staff meetings, trainings and in-service meetings.
- Be available to assist in covering desk hours on weekends and/or holidays and in the absence of the Hall Administrative Assistant.
- Answer the phone and general questions at the front desk from residents and guests.
- Check out packages as needed to residents.
- Check out temporary access cards and keys to residents when locked out.
- Complete all required logs at the front desk as outlined in training.
- Maintain confidentiality of student information in accordance with Residence Life and FERPA policies.

Community Development

- Provide excellent customer service while working with residents, both at the front desk and in day-to-day interactions.
- Be available to students during desk hours to answer questions and assist with any concerns they may have.
- Develop a sense of community among the residents with the residence hall.
- Know campus resources and refers students to appropriate University personnel as needed.
- Help residents develop individual respect for one another as well as respect for personal and University property and University policies.
- Be aware of attitudes and behavioral patterns of residents. Assist residents in becoming a part of the community, both in the residence hall, as well as at the University of Montana.