

TCU Housing and Residence Life: Desk Assistant Job Description 2018-2019

Residence Hall Desk Assistants are responsible for all office operations during their office hours. The Desk Assistants report to the Assistant Hall Director and Hall Director of the building. They may also work closely with the Resident Assistants (RAs) in that building. A TCU Desk Assistant represents their residence hall, TCU Housing and Residence Life, and the TCU community as a whole.

Students must live on campus in Fall 2018 to be eligible for this position.

Desk Hours of Operation

- Monday - Friday 9:00 a.m. to 3:00 a.m.
- Saturday 10:00 a.m. to 3:00 a.m.
- Sunday 1:00 p.m. to 3:00 a.m.

Customer Service

- Be familiar with the layout of the community
- Dispense information to appropriate parties
- Answer the community telephone
- Greet all residents, guests, and visitors

Community Building:

- Welcome all residents and guest to the community, making the desk/office have welcoming home environment
- 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

Safety

- Contact hall staff with behavioral issues that you come in contact with
- Key Audit/Management
- Staff presence- monitor who comes in and out, emergency response
- Crisis response Report emergencies to appropriate parties in a timely manner

Administrative Duties:

- Post necessary signs in the community
- Check out and record equipment use
- Accept deliveries and notify residents
- Report service request to appropriate parties
- Other Duties as assigned
- Record and disseminate messages
- Assist with resident check-in/check-out

Desired Qualities

- Responsible
- Dependable
- Professional
- Courteous
- Problem solving skills
- Social and interpersonal skills
- Knowledge of Microsoft Office (Word, Excel, etc.), and Google.docs
- A cumulative GPA of 2.5 or more
- Lives on campus
- Work-study eligible
- Interest in working 8 hours or more per week

Expectations:

- Follow all TCU policies and Student Code of Conduct
- Be punctual and ensure that your shift is always covered
- Complete and turn in all requested paperwork and timesheets on time
- Complete task as requested by hall staff members
- Inventory and keep office organized
- Follow all procedures regarding the handling and inventory of community keys
- Develop a welcoming presence in the community office

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 logbook or how your supervisor prefers it.
- Follow your hall's specific guidelines
- 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 and secured 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.