



Residential Life Desk Assistant Job Description

TITLE: Residential Life Desk Assistant

SUMMARY: The Residential Life Desk Assistant (DA) role supports the Residential Life experience and provides students with support and connections on campus. A Residential Life Desk Assistant is a part-time student employee who work specifically at the front desk of the Department of Residential Life office during certain hourly shifts, as assigned. Residential Life Desk Assistants serve as front line staff members while promoting an inclusive, safe, and academically conducive environments for students who live at the Florida Polytechnic University (Florida Poly) Residence Halls.

QUALIFICATIONS: This position is open to all Florida Poly students who:

- lives on campus for the entire academic year,
- will be registered at Florida Poly as a full-time student for the entire academic year,
- maintain a 2.25 cumulative GPA and remain in good academic standing as defined by Florida Poly,
- have a working knowledge of Florida Poly, the departments and offices, and policies, regulations, and procedures of Florida Poly overall,
- have the ability to relate well to a wide variety of individuals and groups,
- manage time effectively and execute responsibilities in a timely manner,
- demonstrate high levels of self-awareness and sensitivity to others,
- respond reasonably and calmly to emergency/stressful situations,
- have experience with Microsoft Office software and able to learn and use institutional software systems,
- have knowledge of general office organization and filing systems (alphabetizing, organizing spreadsheets, etc.),
- able to schedule meetings and events,
- able to work on several tasks simultaneously,
- and has strong communication skills (written and verbally).

RESPONSIBILITIES:

Desk Functions and Job Responsibilities

- Operates and manages the Department of Residential Life front desk during the academic year. Desk Assistants will also operate the front desk during the following times: Thanksgiving Break, Spring Break, Residence Hall Opening and Closing. The Residential Life front desk will be closed during select holidays and University closures.



- Desk Assistants will assist with year-round projects, as needed.
- Sort any and all mail/packages received when delivered according to federal mail standards.
- Liaison between students, parents/families, and other campus personnel.
- Upkeep cleanliness of front desk area, lobby, and other common areas, as needed.
- Check out equipment and supplies to residents, and logging check-outs as appropriately. Keeping inventory of equipment and supplies on a weekly basis.
- Checking-out temporary access cards to appropriate residents, and logging check-outs appropriately. Keeping inventory of temporary access cards on a weekly basis.
- Manage Lost and Found items and materials, logging items and materials as appropriately, and reaching out to owner, if possible, to collect items and supplies. Keeping inventory of Lost and Found items and materials on a weekly basis.
- Manage front desk and programming closet supplies inventories. Keeping inventory of front desk and programming closet supplies on a weekly basis.
- Provide excellent customer service to students and their parents/families when checking in for meetings or when stopping by the front desk.
- Have a working knowledge of Florida Poly, Department of Residential Life, Leasing (Coastal Ridge Real Estate), Phoenix Dining Services, and other departments/offices and the policies, regulations, and procedures.
- Have an upbeat and positive demeanor while working at the front desk, answering phone calls, writing emails and talking with staff/students/guests/parents/families.
- Respond reasonably and calmly to emergencies or stressful situations.
- Know when and how to refer residents and students to appropriate campus resources for academic and personal needs.
- Incorporate best practices in customer service.
- Answer questions and provide helpful resources to faculty, staff, students, guests, and/or parents/families who are looking for other departments and/or buildings on campus (IST, Admissions, Financial Aid, Student Business Services, etc.), approve campus department, club, and organization flyers or posters, update video displays with current flyers or posters to answer campus questions (e.g., meal plans, leasing/renewal information, campus maps, etc.).
- Dress Code: Desk Assistants must wear a Florida Poly Residential Life Polo (or Florida Poly attire if no polo is available) and professional bottoms to each desk shift.



- Desk Assistants may not work more than fifteen (15) hours at the front desk each week. Exemptions may only be granted by the Assistant Director for Residential Life and Student Experience or Residential Life designee.
- Desk Assistants may be required to work weekend and evening hours as directed by the Assistant Director for Residential Life and Student Experience or Residential Life designee.

Training Functions

- Participate in mandatory meetings and trainings, as required by the Department of Residential Life. This includes, but is not limited to, the mandatory Desk Assistant Training in August and January before Residence Hall openings. Additional trainings may be added throughout the academic year. Please note, training dates and times are subject to change.

Other Duties as Assigned

- Perform and follow through with any other appropriate task and/or duty as asked of you by any full time, university staff member.

CONDITIONS OF EMPLOYMENT:

- Report regularly to your supervisor, Assistant Director for Residential Life and Student Experience;
- Work a maximum of 15 hours per week at Residential Life front desk;
- Participate in a systematic evaluation of job performance;
- Complete and meet all required job expectations and responsibilities.

TERM OF EMPLOYMENT: 2019-2020 and/or 2020-2021 academic year, including but not limited to university closures and holidays, and hall opening and closing periods.

COMPENSATION: \$10.00/hr.