



Desk Attendant Position Description

General Function and Scope of Responsibility

The Desk Attendant is an integral member and representative of the Department of Housing and Residential Programs, and is often the first contact for residents, visitors, and persons outside of the MU community. The Desk Attendant (DA) position was developed to continue the basic operations of the residence hall office and desk throughout the day and to provide assistance to the residents of the building. The DA will provide customer service to residents, complete administrative duties, and manage security-related tasks. Due to the dynamic environment of the building office/desk, the DA must demonstrate professionalism and customer service at all times. Housing and Residential Programs is seeking individuals with effective leadership abilities including: dependability, motivation, initiative, integrity, organization, discretion, and strong interpersonal and communication skills.

Qualifications

- Must be a full-time student at Millersville University and be progressing toward graduation
- Must reside in an on-campus residence hall
- Must demonstrate a commitment to following the procedures and guidelines of the University and Residence Halls
- Must maintain a cumulative GPA of 2.3, and commit to academic success
- Must demonstrate basic clerical and customer service skills
- Must have a sufficiently flexible schedule that allows him/her to work weekdays, weeknight, and weekends.
- Must be flexible to work during university breaks (i.e. fall, spring, and/or semester breaks)
- Must possess excellent organizational and communication skills, a willingness to accept responsibility, ability to work within a team, and an attention to detail
- May not participate in time-intensive academic coursework while a staff member where you would be in session almost the entire day. This includes student teaching or some internships

Responsibilities

Below is a general description of the Desk Attendant position responsibilities. Responsibilities may vary based on building/area assignment and additional duties as assigned.

- Provide customer service for residents, staff, and visitors for the hours of 12 noon – 5 pm and 10 pm – 12 midnight (Sunday thru Thursday) and 10 pm – 3 am (Friday and Saturday).
- Conduct one's self appropriately while working DA shift(s)
- Perform administrative duties, related to the position or as assigned by the GA or RHD.
- Work cooperatively with Housing and Residential Programs staff and/or other safety officials.
- Must attend all training workshops and/or scheduled staff meetings.
- Maintain accurate records as it relates to time worked.
- Maintain confidentiality and uphold secure access of the area/building, including checking student's IDs and signing in guests

- Assist with the security of the building, being observant of all individuals that enter
- Maintain appropriate Key/Card and Residence Hall access, using all access within an official capacity
- Maintain Attendance Requirements for the position
- Read and be familiar with all policies and procedures outlined in the Desk Attendant Manual and/or Desk Attendant Training.
- Distribute residence hall mail

Conduct/Discipline

- Act as a positive role model for residents
- Understand and abide by the policies and procedures in the Student Code of Conduct and Residence Life policies.
- Adhere to all provisions of the University Student Code of Conduct and Housing and Residential Programs Policies outlined in the Living on Campus handbook. If a DA is charged with any violation of the Code and/or Policies, or with a criminal offense, he/she may be suspended while the charges are pending. If a DA is found responsible for any offense, he/she could be terminated from the position.
- The Desk Attendant position is subject to discipline or termination for failure in assigned duties or for conduct inappropriate to this position.
- Desk Attendants are hired based on availability needs. If a Desk Attendant's availability schedule is modified during the semester in a way that limits their ability to work, they may be asked to resign from the position.

Compensation

Desk Attendants will be paid \$7.25/hour