

Desk Assistant Position Description

Spring 2023 – Spring 2024

Overview:

A Desk Assistant (DA) is a student staff member who is responsible for the safety and security of the residents within their assigned hall. DAs work at the front desk of a building/area and maintain a desk log, appropriate desk paperwork, and serve as a customer service representative for the area. DAs provide lockout keys, check out equipment, and overall support the running of the building/area and the area staff. Successful candidates of the DA position will demonstrate an ability to work appropriately with students, faculty, and staff of all backgrounds, while being the face of customer service and a willingness to help for their building/area.

Roles and Responsibilities:

Administrative

- Thoroughly and accurately complete all desk forms
- Arrive on time for shifts and other meetings
- Follow protocol for shift changes
- Follow protocol when a replacement DA does not show up
- Promptly and accurately clock in and out for all shifts
- Accurately submit all time worked on Pipeline/WTE by the assigned date and time
- Appropriately submit or direct residents to submit facilities concerns
- Maintain a neat and appropriate work area while cleaning and sanitizing regularly
- Follow the correct flow of communication
- Utilize desk software as needed
- Follow all other procedures as outlined in the DA Manual and by supervisors

Professionalism

- Keep open and regular communication with supervisors
- Practice professionalism in all written and verbal communication
- Maintain a professional setting at and around the desk
- Follow the dress code outlined in the DA Manual (generally put together and appropriate with no clothes from other schools)
- Ask questions as needed

Safety and Security

- Look at and greet every person entering view of the desk
- Never leave the desk unattended
- Only allow those approved by supervisors or MTSU Employees on official MTSU business behind the desk
- Appropriately confront and document all incidents or policy violations

- Ask for identification when unknown individuals are entering the building/area
- Follow emergency protocol when necessary
- Notify the appropriate on call personnel when situations arise in the area
- Follow all key protocol when checking out, issuing keys, or maintaining key security
- Follow the technology policy outlined in the DA manual
- Maintain privacy and confidentiality as required by department, university, local, state, and federal policy and law

Customer Service

- Greet and help every person who approaches the desk
- Display a positive attitude about the area, the department, and the university
- Be consistently polite and courteous to all residents, guests, visitors, faculty, and staff
- Make every effort to find an accurate answer to questions asked before referring someone elsewhere
- Properly and promptly answer the phone every time it rings

Requirements and Compensation:

Requirements for Applicants

- Must be a full-time MTSU student
- Must have a current clear judicial record with Housing and Residential Life
- Must have and maintain a semester and cumulative GPA of 2.5
- Must pass a criminal background check administered by Housing and Residential Life
- Must go through entire hiring process including application, interview, and submission of HR paperwork and background check information

Supervision and Job Requirements

- Will report directly to the Resident Director in assigned area and will be subject to the supervision of the Area Coordinator and the On-Call staff
- Must provide work availability upon request to allow for scheduling of shifts
- Required to complete Desk Assistant Training and MTSU Employee online trainings

Compensation and Hours

- Desk Assistants get paid \$9.00 per hour, and are able to work up to 25 hours per week, depending on available shifts within availability
- Desk Assistants, once trained, can pick up shifts at any desk in any residence hall
- Shifts will be anywhere from 1-5 hours, but will never go over five hours
- Most desks are open 24/7, with shifts available at any time of day

By entering the application process and accepting the Desk Assistant Position, I acknowledge that I understand the above Position Description. Failure to adhere to these minimum expectations may result in job reprimands including termination from the Desk Assistant position.