Summer Desk Attendant Job Description

Desk Attendants are important employees of the Office of Residence Life & Housing and are expected to work to further the goals and objective of the Office of Residence Life & Housing. Desk attendants are an integral part of the Christiana Commons and Laird Campus community and are expected to strive to create a positive residential experience for all.

Overview of the Position:
Desk Attendants work as part of the Christiana Commons Desk team and are directly supervised by Christiana Commons Service Coordinator and the Area Coordinator. In accordance with the Conditions of Employment, Desk Attendants shall demonstrate positive personal, academic, and job-related behaviors at all times, both on and off campus. Desk Attendants provide excellent customer service to summer housing guest and are responsible for all keys and cards of all check-ins and check-outs for conference groups.

Desk Attendants are expected to:

• Create and uphold an outstanding customer service ethic with all interactions
• Work positively and collaboratively with customers, students, Residence Life & Housing personnel, and other University of Delaware staff.
• Maintain a professional persona in both actions and appearance in accordance with supervisor expectations
• Be fully versed with all policies and protocols related to the Christina Desk operation.
• Have a working knowledge of Office of Residence Life & Housing reporting protocols, StarRez procedures, and basic FERPA regulations.
• Be versed in general campus resources necessary to refer customers to appropriate contacts on a wide range of topics
• Create an environment in the Christiana Commons that is welcoming and promotes student and customer engagement

Specific Job Responsibilities:

Customer Service:
• Provide superior customer service to University students, staff, guests, and visitors within the Christiana Commons
• Be an information source to residents and visitors both in-person and over the phone
• Distribute, collect, and monitor the condition of free check-out and rental equipment
• Maintain a neat and visually attractive workspace
• Appropriately address and report violations of Residence Hall Regulations and Code of Conduct within the Christiana Commons
• Appropriately report any facility-related concerns for emergency or routine repairs
• Maintain a high level of confidentiality regarding any information accessible through the Desk Attendant position.
Key and Fob Management:
• Closely adhere to all room key and access FOB distribution protocols and security safeguards.
• Log all room key and FOB actions with 100% accuracy during your shift
• Maintain up-to-date knowledge of all key and FOB actions within the StarRez system

Mail/Package delivery:
• Secure, sort, distribute, and forward all U.S. mail and packages from delivery companies
• Enter data in the package distribution computer system
• Sign out packages following all established protocols
• Maintain neat, clean, and organized mail and package rooms

Administrative Duties:
• Maintain accurate records of all items distributed and collected during your shift
• Manage space reservations for the Christiana Commons
• Perform other position-related duties as assigned by Residence Life & Housing professional level staff

Training/Time Commitment:
• Assist with check-in and/or check-out of large groups, in addition to working regularly assigned shift
• Attend monthly staff meetings
• Attend required training sessions
• Work a minimum of 10 hours per week and a maximum of 28 hours per week
• Commit to working the full summer

Hiring Qualifications:
• Demonstrated interest in contributing to the residential community
• Excellent customer service and communication skills
• Accuracy in record keeping and attention to detail
• General knowledge of campus resource, Residence Life & Housing priorities, and ability to appropriately refer students
• Demonstrated problem solving skills

Compensation:
$8.25 an hour

On-campus housing and parking is available for a fee. A uniform shirt is provided and must be worn for all check-ins and check-outs.

Position Appointment:
This is a summer appointment. The hiring process for summer will be conducted in the spring.