Desk Attendant Job Description
University of Delaware
Office of Residence Life & Housing

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 Desk Administrator 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 are expected to:
- Create and uphold an outstanding customer service ethic with all interactions
- Work positively and collaboratively with 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 Christiana 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 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 opening and closing of residence halls. Desk Attendants may be required to stay late or come back early during vacation periods
- Attend monthly staff meetings
- Attend required training sessions
- Work a minimum of 10 hours per week
- Commit to working for the full academic year.

Hiring Qualifications:
- Be a full time undergraduate or graduate student and be fully matriculated in a degree granting program at the University of Delaware
- Maintain a cumulative 2.00 GPA
- 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:
Starting pay for Desk Attendants is $8.25 an hour. Raises are contingent upon performance and experience.

Position Appointment:
This is an academic year appointment. The hiring process for the next academic year or for the summer will be conducted in the spring. Semester-long appointments are considered an exception and must be approved by the Area Coordinator.