Desk Attendants serve a crucial role in Residence Life and Housing, working to provide excellent customer service and support for the mission of the Engagement Centers. Desk Attendants will add to a positive residential experience in the package distribution, space setup, and administrative aspects of the Engagement Centers. Furthering the mission of the Engagement Centers to compliment, re-enforce, and innovate the mission and programs of Residence Life & Housing by fulfilling our obligation to provide opportunities and support for students to invest time and energy in educationally purposeful activities, Desk Attendants are expected to transform transactional interactions into engagement opportunities while serving the needs of the students.

Reporting directly to the Student Engagement Coordinator and indirectly to the Student Engagement Intern, Desk Attendants are expected to work a minimum of 10 hours per week and may not exceed 28 hours per week. Desk Attendants serve under a general charge of supporting the programmatic and administrative function of the Engagement Centers, and will primarily be working to distribute and organize packages and prepare spaces for programmatic needs. Answering phones, responding to questions, and other administrative duties will also be assigned. The position will work specifically in the Christiana Engagement Center, with opportunities for work in the Kent and Harrington Engagement Centers provided on a needed basis.

**Package distribution Responsibilities:**
- Secure, sort, distribute, and forward all U.S. mail and packages from delivery companies
- Enter data in the package distribution computer system
- Maintain accurate records of all items distributed and collected during shift
- Sign out packages following all established protocols, using the transaction as an engagement opportunity
- Maintain neat, clean, and organized mail and package rooms

**Student Support Responsibilities:**
- Maintain a desk operation that provides precise and up-to-date information about events, engagement opportunities, campus resources, and community partners
- Answer questions, provide directions, and otherwise aid students utilizing the Engagement Centers
- Check out/in materials for the space including pool cues, ping pong paddles, etc to students and maintain an ID collection/return system

**Administrative Responsibilities:**
- Respond to phone and in-person inquiries
- Provide administrative support to Residence Life and Housing professional staff members
- Maintain a clean, organized, and appealing work space behind the desk
- Other duties as assigned

**Space Management Responsibilities:**
- Attend to the space reservation system and programming calendar
• Collaborate with Engagement Leaders to prepare Engagement Center spaces for programming including set up, furniture arranging, room signs, etc

**Opening and Closing Responsibilities:**
• Prepare the building for operation, following an opening procedure of unlocking doors, preparing the desk, preparing the package center, etc
• Be responsible with keys and information crucial for the success of the Engagement Centers
• Close the building at the end of operation following a closing procedure, being held accountable for the safety and security of the building upon closing

**Training/Time Commitment:**
• Attend beginning year and mid-year trainings (TBD for 2016-2017)
• Attend monthly staff meetings (frequency subject to change based on need and availability)
• Attend Residence Life & Housing trainings by request
• Work a minimum of 10 hours per week, may not exceed 28 hours per week (total on campus work hours) within the working hours of the Package Center
• Night and weekend work will be possible with availability

**Qualifications:**
• 2.0 GPA minimum
• Demonstrated ability of organizational, computer and communication skills.
• Demonstrated ability to work independently and within group settings
• Demonstrated investment in customer service and administrative support

**Compensation:**
• Desk Attendants will be compensated at a rate of $8.50 per hour
• All trainings are compensated

The University of Delaware does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, gender identity or expression, or sexual orientation, or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence.