



BALL STATE UNIVERSITY

Housing and Residence Life

Desk Staff

Residence Hall Desk Staff Job Description

Position Title: Residence Hall Desk Staff - Day

Reports To: Residential Learning Coordinator and Assistant Residential Learning Coordinator

Position Overview:

Desk staff members are responsible for effective and quality customer service to prospective students, families, conference guests, and residents in the residence halls. Desk staff are members of the Office of Housing and Residence Life and report directly to the Residential Learning Coordinator (RLC) and Assistant Residential Learning Coordinator (ARLC).

Minimum Hour Expectation:

Desk workers are expected to work 8–20 hours per week. Staff who cannot consistently meet the minimum may be released so shifts can be reallocated. While break shifts are not required, candidates are encouraged to provide accurate break availability, as hiring preference may be given based on scheduling needs, including break coverage.

Qualifications:

- Maintain minimum GPA of 2.0
- Good academic and judicial standing with BSU & HRL
- Availability to work during entire academic year (including breaks and weekends)

Duties and Responsibilities:

- Observe and report potential safety and security concerns
- Communicate hall and resident issues in the residence halls
- Understand desk policies and procedures
- Complete administrative tasks as asked
- Comfortable with learning new operational systems
- Attend desk/night/HA staff training and meetings
- Performs other duties as assigned by the RLC and ARLC

Compensation:

- \$9.00 USD Hourly

Don't Panic if You Don't Hear Back Immediately! These positions operate as "hiring pools," meaning applications are reviewed, and candidates are contacted for interviews only as specific vacancies arise

throughout the semester.