



## Desk Staff

### Residence Hall Desk Staff Description

**Position Title:** Residence Hall Desk Staff - Night

**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 and Assistant Residential Learning Coordinator.

#### **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:**

- Request formal identification from everyone who enters the residence halls
- Properly register incoming guests of residents
- Monitor access to residence hall from midnight-7:00 A.M.
- Respond to questions and complaints and communicate these to appropriate staff personnel
- Respond to and answer complaints sit the Night Staff Supervisor to check in
- Report any matter that may jeopardize safety and security of residents
- Report maintenance needs when necessary
- Notify Night Staff Supervisor of any emergency
- Observe and report situations occurring in the assigned residence halls
- Performs other duties as assigned by the Residential Learning Coordinator and Assistant Residential Learning Coordinator

#### **Compensation:**

- \$10.00 USD Hourly

*Don't Panic if You Don't Hear Back Immediately! Please prepare not to hear from a hiring manager right away. These positions operate as "hiring pools," meaning applications are reviewed and candidates are contacted for interviews only as specific vacancies arise throughout the semester.*