



**BALL STATE
UNIVERSITY**

Housing and Residence Life

Desk Staff

Residence Hall Desk Staff 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 and Assistant Residential Learning Coordinator.

Minimum Hour Expectation

Desk workers are expected to work between **8 and 20 hours per week**. Staff members who cannot consistently maintain this minimum may be let go so that shifts can be reallocated to others. While working during academic breaks is not a basic expectation, providing accurate break availability on the Availability Form is highly encouraged. Hiring preference may be given to candidates whose availability aligns with our specific scheduling needs, including coverage during break periods.

Qualifications

- Maintain a minimum GPA of 2.0
- Good academic and judicial standing with BSU and HRL
- Availability to work during the 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 and follow desk policies and procedures
- Complete administrative tasks as assigned
- Learn and operate new operational systems as needed
- Attend desk, night, and HA staff training and meetings
- Perform other duties as assigned by the Residential Learning Coordinator and Assistant Residential Learning Coordinator

Compensation

- \$7.25 USD per hour

Note Regarding Response Times: Please be prepared 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.