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## **Desk Staff**

### Residence Hall Desk Staff Description

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<b>Position Title:</b>	Residence Hall Desk Staff – Night
<b>Reports To:</b>	Residential Learning Coordinator and Assistant Residential Learning Coordinator

### **Position Overview**

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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**

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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**

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- 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**

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- Request formal identification from everyone who enters the residence halls
- Properly register incoming guests of residents
- Monitor access to the residence hall from midnight to 7:00 A.M.
- Respond to questions and complaints and communicate these to appropriate staff personnel
- Check in regularly with the Night Staff Supervisor
- Report any matter that may jeopardize the 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
- Perform other duties as assigned by the Residential Learning Coordinator and Assistant Residential Learning Coordinator

## Compensation

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- \$10.00 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.