

# Desk Attendant Position Description

## 2021-2022

California State University, Sacramento is committed to an equitable and inclusive campus culture and successful applicants for this position are expected to be developing and practicing cultural competence in their work. The Desk Attendant position is a student assistant position with duties focusing on general reception and assistance at the residence hall desk during scheduled hours of operation. Desk Attendants also assist in duties associated with hall safety and security, and routine administrative tasks. It is expected that Desk Attendants maintain a professional and courteous demeanor at all times, such as being attentive, responsive, and adhering to the UHS dress code. Desk Attendants are to reflect a positive attitude and support California State University, Sacramento, and University Housing Services policies. Confidentiality is to be observed at all times and without exception.

### Compensation and Hours

This position works no more than twenty (20) hours per week at the rate \$14.00 per hour. DAs may work up to 40 hours a week during approved breaks.

### Employee Learning Outcomes

Student employees will be able to:

- Utilize residence hall staff and University Police as resources during emergency situations and communicate with them frequently and appropriately;
- Recall basic emergency response protocol relevant to location;
- Demonstrate competence in administrative duties (paperwork, attend mandatory meetings, complete time sheets);
- Demonstrate high level of customer service, responsibility, role modeling, flexibility, and communication;
- Utilize campus resources to solve problems related to the job and assist in job duties.

### Job Summary

Under the general supervision of a Residence Hall Coordinator or Graduate Student Assistant, the incumbent has responsibility to:

- Create and maintain a welcoming, equitable, and inclusive environment in the hall surroundings and the general environment; specific attention should be given to the hall desk area.
- Ensure that appropriate personnel such as the Residence Hall Coordinator or Duty Resident Advisor(s) are aware of activities, people, health and safety concerns, or any issues which may adversely impact the hall community;
- Report odd or suspicious behavior, which could have an impact on the health and safety of the hall, to staff and University Police;

- Assist hall staff in any emergency;
- Attend and participate in staff meetings, which impact Desk Attendant duties and responsibilities;
- Answer front desk phone, take messages, and provide information concerning the University and residence halls;
- Maintain communication log of observations/concerns worthy to note, as well as reminders for next shift;
- Utilize Teams to manage desk operations, including reviewing and updating communication channels.
- Check out hall supplies through the StarRez Resource Module. This includes equipment and games used by residents in accordance with established residence hall procedures;
- Maintain the lobby area, mailbox area, and desk area in a clean and orderly fashion;
- Pick up mail from University Housing Services Mail Center and sort into mailboxes.
- Ensure that only hall staff is in the desk area;
- Ensure that the desk area is left in a neat and orderly manner at the end of the shift;
- Assist in check-ins and check-outs via StarRez while following established procedures.
- Provide lock-outs to residents by checking out spare keys and fobs via StarRez in accordance with established procedures.
- Verify the identity of students during crisis incidents, check-ins and outs, lock-outs, mail box issues, etc. using established procedures to provide safe and thorough customer service.
- Complete other duties as assigned by supervisor.

The intent is to renew this position each year based on performance, departmental need, available funding, and positive academic/disciplinary standing.

## Minimum Qualifications

1. Must be in good disciplinary standing with University Housing Services and the University when appointed and for the duration of the employment period;
2. Must be in good academic standing (minimum cumulative GPA of 2.0 and for each semester while employed);
3. Must be enrolled in at least six (6) units each semester at CSU, Sacramento while employed.

## Required Qualifications

1. Ability to work in a diverse environment with college students, parents, and guardians;
2. Self-motivated and able to work independently with nominal supervision;
3. Excellent communication, administrative, organizational, and customer service skills;
4. Ability to respond to safety and emergency situations;
5. Ability to maintain confidentiality;
6. Proficient use of basic computer applications;
7. Ability to work a flexible schedule, including evenings and weekends;
8. Must understand and support (through words and deeds) the University Housing Services Mission, Goals, and Values.

## **Accountability**

Failure to meet the position qualifications and job responsibilities may result in job action, including verbal warning, written warning and action plan, probation, and termination.

A determination of probation and termination will be reached in instances where there are repeated job performance issues (i.e. Late to shift, not completing an administrative function correctly, etc.) or if a staff member commits an egregious error (inappropriate use of access, providing keys and information to those that don't live in a specific space, possession, and/or use of alcohol or drugs at work, etc.).

Staff released from their role, may also be released from other positions they hold in University Housing Services depending on the performance concern.

## **Preferred Qualifications**

1. Living on-campus at time of hire.