

The mission of Plymouth State University's Department of Residential Life & Dining Services is to provide a safe and enriching environment where our students live, learn, and grow.

The Desk Attendant position is fulfilled by a Plymouth State University work-study-eligible student who represents the Department of Residential Life and Dining Services while working at the front desk of campus Residence Halls.

## POSITION DUTIES & RESPONSIBILITIES:

- **Create a welcoming environment for residents and guests to the residential area**
  - Welcome students and guests to the Residence Hall
  - Greet everyone with a smile and acknowledge that you notice them entering the building
  - Greet everyone as they approach the desk and verbally ask how you can help
  - Assist with registering and sign in residents' overnight guests
  - Demonstrate that the Department of Residential Life & Dining Services and Plymouth State University are committed to quality service
- **Provide administrative support to Community Director and Community Advisors**
  - Check out games, supplies and entertainment to residents
  - Direct questions to the appropriate resources
  - Have functional knowledge of all student services
  - Create and post signage as required
  - Conduct lock-outs as needed
  - Complete additional tasks as assigned by Community Director
- **Maintain a positive living environment**
  - Record and report work orders and maintenance requests
  - Maintain organization of office space
  - Clean auxiliary rooms (fitness rooms, laundry room tidiness, study rooms, recycling areas)
  - Encourage residents to dispose of trash and recycling in appropriate areas while surveying common areas
  - Light cleaning and maintenance, as needed

## DEPARTMENTAL EXPECTATIONS

- Be familiar with and knowledgeable of the Student Rights and Code of Conduct, Department of Residential Life & Dining Services policies, and Plymouth State University policies.
- Follow all policies that are set for students by both the Department of Residential Life & Dining Services and Plymouth State University.
- Respect and maintain confidentiality of personal and professional communication with staff and students.
- Understand and work to support the mission and purpose of the Department of Residential Life & Dining Services and Plymouth State University.
- Must not lend or give out staff related materials to residents (building rosters, internal staff documents, supplies, etc...).
- Must not misuse or abuse the privilege of the building master key. This includes:
  - Removing the master key from the building
  - Lending the master key to residents
  - Using the master key for purposes other than to perform responsibilities of their position
- Time Commitments and Important Dates
  - Staff members are required to participate in training in the fall and spring semesters
  - Staff members are required to perform other duties as assigned by the Community Director/Assistant Director/Director of Residential Life.
- An evaluation will be made once each semester by the Community Director. Each DA will be allowed to participate and will be informed of all comments made about performance that are included in their personnel file.

- While behind the front desk:
  - Complete any tasks left by the Community Director or CAs as your first priority
  - If there are no building-specific tasks to be completed, a computer may be used for educational purposes, but movies and games should not be played for entertainment
  - Friends and CAs may be behind the desk as well, as long as they are not interfering with the Desk Attendant's job responsibilities

## **QUALIFICATIONS**

- Student of Plymouth State University:
  - Full-Time Undergraduate Student:
    - Currently enrolled in and must maintain a minimum of 12 credits per semester but not taking an overload (over 17 credits), unless approved by Residential Life Leadership
  - Full-time Graduate Student:
    - Currently enrolled in and must maintain a minimum of 6 credits per semester but not taking an overload (over 9 credits), unless approved by Residential Life Leadership
- Must have federal work study
- Currently hold and must maintain during employment a cumulative/semesterly GPA of 2.0 or higher Failure to maintain a cumulative/semesterly GPA of 2.0 or higher may result in job action.
- Must not be on any form of probation within Plymouth State University conduct system at the time of application and at any time following.

## **COMPENSATION**

- Desk attendants are paid a starting hourly rate of \$8.00 an hour and will typically work 10 hours a week