



Desk Staff Member - Position Description

Desk staff members are part-time members of The University of Toledo Office of Residence Life staff directly responsible to the Graduate Assistant Hall Director or other designee of his/her assigned building. Desk Staff Members are responsible for operating the functions of the front desk in the residence hall and are an integral part of The University's effort to provide a safe, secure, and comfortable environment for residents living in the residential facilities on campus. In order to provide these services, Desk Staff members will need to be able to work various times during the day and night the desk is open for business. It is expected Desk Staff members will abide by all University and residence hall policies and in all activities, they recognize that service to students is a top priority. Desk Staff members must be full-time undergraduate or graduate students at the University of Toledo.

Job Responsibilities

- a. Serve students and guests who approach the front desk with requests or needs in a courteous manner.
- b. Answer telephone and record messages as directed. Forward messages to the proper person in a prompt manner.
- c. Sort and distribute mail to student mailboxes or proper location. Complete mail-forwarding procedures as necessary.
- d. Check out recreational equipment, vacuums, blue bins, etc., as requested.
- e. Issue lockout and other keys and maintain accurate documentation of all keys.
- f. Maintain accurate information in desk logbooks and files. Update as assigned.
- g. Record maintenance concerns through the online work order system.
- h. Consistently document residents and guests who violate established policies.
- i. Issue forms as directed.
- j. Complete administrative tasks and duties as assigned.
- k. Act as an information source for hall and campus events and functions.
- l. Be knowledgeable of University and Residence Life policies and procedures including, but not limited to: fire safety, emergency response guidelines, sexual assault and /or harassment reporting, disability accommodation, the Residential Living Guide, and the McComas Village Living Guide.
- m. Show support and enthusiasm for fellow Office of Residence Life staff.
- n. Maintain a positive attitude that advocates for the Office of Residence Life and all of its employees and affiliates.
- o. Confront and address any issues related to the desk worker position, the Office of Residence Life policies or procedures in the manner prescribed by the Office of Residence Life, which can be found in the Desk Worker Manual.
- p. Under the direction of the Division of Student Affairs, all staff members of the Office of Residence Life must adhere to the Dress Code Standard Operating Procedure.
- q. Contact Residence Life Staff or University of Toledo Police as necessary.
- r. Other duties as assigned.
- s. Utilize software such as StarRez to perform desk functions
- t. Attend all required staff trainings and meetings.