

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 of his/her assigned building. Desk Staff Members are responsible for operating the functions of the information desk in the residence hall and are considered an integral part of The University's effort to provide a safe, secure, and comfortable environment for residents living in the residence facilities on campus. It is expected that they will abide by all University and residence hall policies. 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 information 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 log books 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. Complete administrative tasks and duties as assigned.
- j. Act as an information resource for hall and campus events and functions.
- k. Operate a two-way radio for the purpose of communicating with other Residence Life staff or Campus Police.
- l. Other duties as assigned.