

## Summer Desk Worker – Position Description

### Summer Desk Worker

The Summer Desk Worker is a member of the University of Toledo Office of Residence Life staff directly responsible to the Summer Hall Director(s). The Summer Desk Worker is considered an integral part of the Office of Residence Life's effort to provide a safe, secure, and comfortable environment for all summer camp and conference guests. In all activity, the Summer Desk Worker recognizes that excellent customer service to summer camp and conference guests is a top priority.

### Job Responsibilities

#### I. Customer Service

- a. Serve students and guests who approach the front desk with requests or needs in a courteous manner.
- b. Develop a positive rapport with summer students and guests by maintaining frequent contact with them.
- c. Foster a positive and cooperative environment in the residence hall.
- d. Attend to the needs of summer students and guests in a timely manner.
- e. Be aware of available hall and campus resources for student and guest referrals.

#### II. Administrative duties

- a. Check identification cards for each person that enters the hall.
- b. Answer telephone calls and record messages as directed. Forward appropriate messages promptly.
- c. Sort and distribute mail to student and guest mailboxes or proper location. Complete mail-forwarding procedures as necessary.
- d. Produce and administer check-in/out information and key packets.
- e. Utilize StarRez for checking in and out guests, issuing room/suite keys, looking up residents, etc.
- f. Check out recreational equipment, vacuums, blue bins, etc., as requested.
- g. Issue lockout and other keys, and maintain accurate documentation of all keys.
- h. Follow and utilize all front desk log procedures.
- i. Record maintenance concerns through the online work order system.
- j. Complete incident reports in an accurate and timely manner (within 2 hours of the incident), as needed.
- k. Distribute, collect and assist in collecting notices, reports, and forms as requested by the Summer Hall Director(s) and the Office of Residence Life.
- l. Create, administer and change out linen packets and linens as needed.
- m. Act as an information resource for hall and campus events and functions.
- n. Contact Residence Life Staff or University of Toledo Police as necessary.
- o. Complete all administrative tasks and other duties as assigned.
- p. Know, communicate, and enforce University and Residence Hall policies and regulations.  
Attend all staff meetings and training sessions as scheduled by the Summer Hall Director(s) and ORL.
- q. Work cooperatively with hall team members and guests (Custodial, Maintenance, Clerical Specialists, Night Security, Summer Housing Assistants, Conference Hosts, Summer Hall Directors, Summer Coordinators, etc.).

### Office of Residence Life

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