Desk Assistant Job Description
University Housing
2013-2014 Academic Year

Summary of Position:
The Desk Assistant (DA) is an integral member of the University Housing team, serving as one of the front-line representatives of the Boise State University community. Because of the dynamic environment of the front desk, a successful candidate should be able to manage administrative, customer service, and security-related tasks. The DA, often the first contact for residents, visitors, and persons outside the BSU community, must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in emergency situations.

Housing & Residence Life is seeking individuals with effective leadership abilities including: dependability, motivation, initiative, integrity, flexibility, organization, discretion, and strong interpersonal and communication skills. This position is a non-work study position.

DAs will be required to work a minimum of 10 hours a week. Each DA will be required to work weekend, holiday, late-night, and early-morning shifts. Shifts will be assigned around your class schedule. Additional flexibility will be considered if possible.

DAs will receive compensation of $7.25/hour for a maximum of 30 hours/week.

Contract Period:
Arrive for training on Tuesday, 8/20/13, train 8/21-8/22/13. Work schedule Friday, August 23, 2013 through May 16, 2014. The DA position is a one-year student leadership opportunity with a contract period running for the complete academic year (consecutive fall and spring semesters). DAs are required to participate in training prior to working and must attend subsequent staff meetings as organized by their Resident Director. DAs are required to reapply for additional years as previous employment does not represent a commitment to rehire staff. DAs will not be excused from DA responsibilities, including training, for commitments including orientation, athletic competitions, leadership trainings, personal vacations, outside employment, or other on or off campus activities.

Minimum Qualifications:
• Enrolled as a full-time student at Boise State University with a minimum of 12 credits (undergraduate) or 9 credits (graduate) per semester.
• Maintain a minimum cumulative and semester grade point average of 2.3 during their term of employment.
• Available to work variety of shifts throughout the week, weekend and during RA/CA staff meeting time.
• Must be in good standing with the University and University Housing in terms of financial and judicial affairs.
• Be able to arrive early and work during opening weekend through closing week for both semesters.
• Have basic knowledge of office procedures including organization, data entry, word processing, written and oral communication, and phone etiquette.

Preferred Qualifications:
• Must live in the University Residence Halls or Apartments for the entire duration of employment
Possible Duties & Responsibilities
Successful candidates demonstrate a commitment to following the procedures and guidelines of the University and Residence Halls and Apartments, a willingness to accept responsibility, and attention to detail. Responsibilities for desk assistants will vary depending upon the specific area, but may include the following:

- Provide good customer service for students, staff, and visitors, including answering questions and providing resources
- Timeliness & efficient follow-through of tasks and responsibilities
- Answer phones and forward calls or messages appropriately
- Receive and report requests for repairs, maintenance and lock changes
- Maintain accurate logs for lockouts, equipment check-out, package pick-ups, etc.
- Maintain confidentiality in conversations overheard, paperwork processed, and student interactions
- Distribute and forward mail to resident mailboxes
- Timely opening and closing of the front desk if your shift coincides with this task
- Maintain and project a positive attitude about the position, department, and institution
- Other duties as assigned

Conduct:
DAs are responsible for understanding and abiding by the policies and procedures in the Student Code of Conduct and Housing policies. Due to the importance placed on role-modeling, staff may be released for violations of University or Housing policies, including those set forth by Housing & Residence Life, local, state or federal law.

Confidentiality:
During the course of performing regular tasks, DA staff may come in contact with sensitive information as they work with students. This information is protected by a number of local, state and federal laws, including the Family Education Right to Privacy Act (FERPA). Information covered by FERPA and other laws may not be released by student staff. It is essential that DAs communicate all concerns with the Resident Director, but not other staff or students. Failure to do so may result in personal liability to the staff member who releases information inappropriately.

Role-Modeling, Ethics and Credibility:
DAs are expected to be good role models and ethical decision-makers at all times, both on and off campus. DAs’ behavior should be such that reflects positively on Boise State and Housing & Residence Life. It is essential that DAs do not engage in speech or behavior that compromises their credibility, including language used and attire worn.

Suspension & Termination:
This appointment is subject to termination prior to its normal expiration for failure in assigned duties or for conduct inappropriate to this position. Possible reasons for termination include but are not limited to: failure to show up for a shift and/or find a suitable replacement, leaving the desk unattended, mishandling/misuse of student, University, or Housing property (i.e. programming supplies, keys, mail/packages, etc.), and inappropriate behavior.

Boise State University Housing does not discriminate on the basis of race, religion, gender, sexual orientation, or disability.