

## Position Description

**Position Title:** Senior Lead Desk Worker  
**Department:** Residence Life  
**Reports To:** Housing Operations Assistant &  
Director of Residence Life

**Date:** Fall 2023- 2024  
**Status:** Student Position

### Primary Function

The Senior Lead Desk Worker for Residence Life assists with the general operation of the customer service desks in Austin and Clare Hall. This person is responsible for assisting with the scheduling of desk shifts, maintaining a clean work environment, and works with the Residence Life Coordinators on the hiring and training of desk staff.

### Principal Responsibilities

#### **Desk Administration**

- Serves as primary lead for Austin and Clare Halls, including assistance of scheduling, trainings, and meetings.
- Helps train desk staff on Emergency Procedures and keep Emergency Procedure binder up to date.
- Helps update and order office supplies.
- Helps plan, create & distribute projects for desk workers.
- Responsible for upkeep of bulletin boards and flyers in main lobby areas.
- Helps update desk manuals and binders before the start of each semester or as needed.
- Assists with reviews time sheets for supervisor approval, done between 9am-2pm on Mondays per pay period.
- Helps review desk worker performance per semester with supervisor by providing peer assessments
- Assists to plan and lead training for the Desk Staff in the beginning on the Fall and Spring Semesters
- Assists in the Hiring of the Desk Staff

#### **Residence Hall Administration**

- Is attentive to the needs in the hall and recommend customer service/desk policies and procedures.
- Responds to emergency situations, behavior concerns, and security issues.
- Creates a co-supervision structure of the Desk staff with the Director of Residence Life
- Monitors overnight visitors in Austin and Clare Hall and notify the Professional Staff of any violations of this policy.
- Participates in hall openings and closings.
- Other duties as assigned.

#### **Leadership Development**

- Assists, as appropriate, with Residence Life and campus wide programs, such as Community Day, Homecoming, Super Six Series, and Love Your Body week.

#### **Communication**

- Maintains positive relationship with security Campus Safety Staff.
- Reviews and edits the Residence Hall Handbook and assist with other publications.
- Provides assistance in communication with students, faculty, and staff about the desks.
- Holds regularly scheduled office hours.

### Qualifications

- **Must submit a resume with the Application**
- Must be a full-time student at Alverno College.
- Must be in good academic and behavioral standing, as defined by the College, from application through the term of employment.
- Must have worked at a Residence Hall desk for at least one semester or articulate past life experience as it relates to the position to waive this qualification.
- Must have lived in a Residence Hall community for at least one semester or articulate past life experience as it relates to the position to waive this qualification.

### **General Expectations**

- Move into your campus room and have full participation in all training and operational activities which commence 1-2 weeks prior to the opening of the halls during the fall and spring semesters. Dates are subject to change.
  - Summer 2023 Training
  - Spring 2024 Training
- Is available to for at least the 3 semesters starting in the fall 2023
  - 1<sup>st</sup> semester (fall 2023) shadowing current Senior Lead Desk Worker in order to learn role
  - Next at least 2 semesters full time Senior Desk Worker

### **Compensation**

- Hourly rate \$12 per hour
- Room: Large single room, starting Spring 2024.
- Opportunities to earn money by staying in hall over break periods

Click [HERE](#) to complete your application.