

DESK ASSISTANT

Position Description

2023 – 2024



Desk Assistants (DAs) are undergraduate staff members working approximately 6-10 hours per week within the Department of Housing and Residence Life. As actively engaged staff, DAs assist the community development of the residence halls by providing excellent customer service at the residence hall front desk. Desk Assistants help residents by answering questions from students and guests, checking out temporary access cards and keys, disbursing packages, answering the phone, and providing general customer service for resources provided at the desks. Major areas of the DA job responsibility include:

WELCOMING

- Exhibit genuine concern and interest for residents by being available, approachable, and accessible while working the front desk
- Create and foster a welcoming community environment that fosters personal growth and academic success

INCLUSIVE

- Initiate contact with, get to know, and develop a positive relationship with residents
- Ensure that each resident is respected and valued in the community by creating a culture of inclusion and positive respect
- Actively support and promote all campus activities (hang advertisements, front desk boards, talk about, etc...)
- Develop and cultivate an understanding of various work styles, strengths, and personalities of your teammates to ensure a positive and effective staff team

SAFE

- Ensure confidentiality of student data and information by following departmental policies for maintaining and accessing student data (electronic and physical documents/information)
- Communicate effectively with the professional staff, including all relevant information about actions or behaviors that may endanger students or others within the halls
- Use discretion when communicating needs and concerns of students and maintain privacy
- Utilize StarRez software in an appropriate and confidential manner
- Utilize strong problem-solving skills
- Understand and abide by all policies and rules as specified in the Housing and Residence Life handbook, the WSU Student Code of Conduct, and the WSU General Catalog
- Serve as a Campus Security Authority (CSA) as a mandatory reporter for WSU

ENGAGING

- Participate in monthly staff meetings, one – one meetings with supervisor and formal evaluations
- Assist the Department of Housing and Residence Life in other ways as requested or assigned
- Assist residents with front desk needs (mail, questions, resources, work orders, printers, etc...)

POSITION REQUIREMENTS

- Currently live in the residence halls/apartments
- Cumulative GPA of 2.5
- Good conduct standing

- Satisfactorily complete a criminal background check as required by Minnesota state law
- Complete all staff trainings as assigned by the professional staff and/or department

CONDITIONS OF CONTINUAL EMPLOYMENT

- Remain registered as a full-time undergraduate student at Winona State University
- Maintain a cumulative GPA of at least 2.5
- Available for opening and closing of each break and/or semester, orientation and finals week
- Participate in scheduled desk shifts each semester including but not limited to late night shifts (11pm – 2am) and weekends (number of hours depends on staff size)
- Maintain good conduct standing

COMPENSATION

- Hourly pay of \$11.00