

Desk and Facilities Student Manager

Position Description

Office of Residence Life

UW-Green Bay



Position Summary Statement:

The Desk & Facilities Student Manager (DFM) serves Residence Life by providing night and weekend support to a 24-hour front desk and maintenance operations which serves students, parents, summer guests, vendors, and visitors to the University. Additional duties include: serving as front desk assistant; responding to questions; assisting students with door access issues; responding to after-hours facilities issues; making referrals; data entry; clerical tasks such as filing, scheduling appointments and room reservations; operating standard office equipment. Makes recommendations to and reports to the University Services Program Associate for Resident Services.

Front Desk Services Responsibilities:

1. Provide telephone and front desk reception services which include providing assistance to and answering questions from students, parents, summer guests, vendors, and guests.
2. Assist students and guests with lock access issues and resolution of problems. Encode campus ID cards, check out access cards, and issue emergency unlock codes to students when needed.
3. Utilize the Residential Management System (RMS) – Mercury system to check in students, enter maintenance requests, etc.
4. Assist students with applying for housing online, on-line check-out, and submitting maintenance requests.
5. Check out equipment and keys as directed.
6. Refer student concerns or issues to University Services Program Associate or evening/ weekend duty staff.
7. Reserve meeting, lounge, and outdoor spaces.
8. Sort and distribute incoming staff mail and prepare outgoing mail.

On-Duty Responsibilities:

1. Remain within the student housing area of campus during on-duty hours including the Community Center or residential buildings.
2. Respond and perform repairs to facilities issues after hours, including: smoke detector battery replacement, light bulb replacement, custodial cleanup in common areas, unclogging of toilets, & repair of electronic door lock equipment.
3. Implement safe and appropriate behavior at the worksite to prevent accidents or damage to equipment. If an accident does occur, it must be reported to your supervisor or the Area Coordinator on duty.
4. Communicate effectively with front desk assistants to maintain accurate records of after-hours facilities incidents and repairs.
5. Assist with other duties as assigned.

Administrative Support Responsibilities:

1. Enter data into the RMS – Mercury, spreadsheets, and databases.
2. Complete daily operational checklists.
3. Respond to student, guest, and parent emails.
4. Distribute posters and letters to Resident Assistants mailboxes daily.
5. Maintain calendars and make appointments for staff.
6. Assist in implementation of emergency procedures and crisis response. Respond to policy or living community concerns by contacting on-duty staff, Public Safety, and/or Resident Assistants, Community Advisors, or Area Coordinators.
7. Assist with other duties as assigned.

Miscellaneous Responsibilities:

1. Attend required meetings as scheduled. Staff meetings will be held bi-weekly.
2. Meet with supervisor on a regular basis to discuss work performance, progress on any assigned projects, and upcoming deadlines.
3. Act as a positive representative of the Office of Residence Life and the University.

4. Understand, abide by, and enforce all University and Residence Life policies and procedures.
5. Assist with other duties as assigned.

Qualifications:

1. Strong interpersonal communication and customer service skills.
2. Capacity to provide leadership and guidance to the front desk staff.
3. Ability to work independently with high level of attention to detail, organizational skills, and commitment to working as a team.
4. The ability to maintain confidentiality, exercise sound judgment, make referrals, and solve problems.
5. Competency with Microsoft Office software including Outlook, Word & Excel.
6. Availability, up to 25 hours per week, during regular business hours, evenings, overnight shifts, duty shifts, weekends, holidays, and break periods.
7. Attendance at all training sessions is mandatory.
8. Must be in good disciplinary standing with the University. Candidates currently on probation through the Dean of Students Office will not be interview or hired.
9. Must be able to fill vacant times with current employee schedules.
10. Maintain full-time student status with a minimum of 2.0 GPA, semester and cumulative. Each student staff member will be expected to complete a Staff Grade Inquiry Form during the fall and spring semesters. Student staff members who drop below the 2.0 minimum standard for semester or cumulative, may be released from their position or placed on Residence Life probation.
11. Must be able to lift up to 40 pounds, stand for long periods of time, and walk stairs.
12. Satisfactory criminal background check and completion of all required hiring paperwork is required.

Preferred Qualifications:

1. One semester or more experience working the UW-Green Bay Residence Life Front Desk.
2. Background knowledge of the software used in the position including, but not limited to PERSONA, RMS-Mercury, Student Verification System, etc.
3. Ability to communicate effectively by means of a two-way radio system (as needed) and a telephone.
4. Office or front desk experience.

Compensation:

This position offers a competitive wage of \$9.50/hour.