

## **Front Desk Assistant**

### **Position Description**

Office of Residence Life

UW-Green Bay

### **Position Summary Statement:**

The Front Desk Assistant (Office Assistant) serves Residence Life by staffing a 24-hour front desk operation, which serves students, parents, summer guests, vendors, and visitors to the University. Additional duties include: serving as an office receptionist; responding to questions; assisting students with door access 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 includes 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 Systems (RMS) – Mercury system to check in students, enter maintenance request, etc.
4. Assist students with applying for housing online, on-line checkout, 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.

### **Administrative Support Responsibilities:**

1. Enter data into the RMS – Mercury spreadsheets, and databases.
2. Assist in student correspondence.
3. Complete daily operational checklists.
4. Respond to student, guest, and parent emails.
5. Distribute posters and letters to Resident Assistants mailboxes daily.
6. Maintain calendars and make appointments for staff.
7. 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.
8. 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. Ability to work independently with high level of attention to detail, organizational skills, maintain confidentiality, exercise sound judgement, and commitment to working as a team.
3. Competency with Microsoft Office software including Outlook, Word & Excel.
4. Availability, up to 25 hours per week, during regular business hours, evenings, overnight shifts, weekends, holidays, and break periods.
5. Must be able to fill vacant times that work with current employee schedules.

6. Attendance at all training sessions is mandatory.
7. 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.
8. Must be in good disciplinary standing with the University. Candidates currently on probation through the Dean of Students Office will not be interviewed or hired.
9. Satisfactory criminal background check and completion of all required hiring paperwork is required.
10. Ability to lift and carry up to 40 pounds, with or without accommodation.

**Preferred Qualifications:**

1. Background knowledge of the software used in the position including, but not limited to PERSONA, RMS-Mercury, Student Verification System, etc.
2. Ability to communicate effectively by means of a two-way radio system (as needed) and a telephone.
3. Office or front desk experience.

**Compensation:**

This position offers a competitive hourly wage of \$9.00 per hour.