

## **Desk Assistant Job Description**

### **General Statement of Duties**

The Desk Assistant (DA) position at The College of New Jersey is employed by the Department of Residential Education and Housing. A Desk Assistant is responsible for following all duties as outlined in this position, as well as other duties as assigned consistent with the spirit of this job description during the term of the position.

Desk Assistants are hired for the current academic year or any portion remaining thereof. The position is renewable for future academic years based on both mid-semester and yearly evaluations.

### **Supervision Received**

The Desk Assistant reports to both the Student Manager of Residential Operations (SMRO) and Residence Director (RD) of the area that they work in.

### **Duties and Responsibilities**

1. Provide a customer service environment when interacting with students, families, guests, and College personnel
2. Act in a professional manner at all times towards students, families, guests, and College personnel. This includes, but is not limited to: headphones, computers (tablets included), personal calls, studying, and writing papers are not permitted.
3. Act and serve as a role model to other residents
4. Attend and participate in all trainings and meetings, including scheduling meetings
5. Positively represent the Department of Residential Education and Housing
6. Staff the Area Office and/or Night Desk in varying shifts from 8 AM-2 AM with a minimum of 6 hours per week required
7. Provide and complete an accurate log of keys, equipment, packages, and other items
8. Follow all procedures as outlined with signing in guests which includes, but is not limited to: checking stickers, accepting proper forms of ID, filling out the Guest Log accurately, returning IDs, and issuing guest passes
9. Keep Area Office/Night Desk organized and clean while informing supervisor of any items needed
10. Distribute residential mail and packages which includes but is not limited to: placing mail in mailboxes; logging packages; perform mail runs to residence halls and Eickhoff 114
11. Provide assistance in the creation of bulletin boards and any postings
12. Answer the Area Office telephone and respond to any and all inquiries efficiently and effectively
13. Assist in emergency situations as directed by any member of the Department of Residential Education and Housing
14. Enforce and support all residence hall and college policies which includes but is not limited to confronting and documenting policy violations. The enforcement of policies outside the scope of position requires communication with the appropriate Residential Education student or professional staff member.
15. Be available to work in the Area Office/Night Desk during any break period as needed by the Assistant Resident Director
16. Other duties as assigned