

FRONT DESK CLERK

Position Description

Function

Provides first-line response and desk receptionist services for the residence hall community and the Office of Residence Life, for a residence hall front desk that operates 24 hours per day (while school is in session). Plays a key role as part of the residence hall staff by providing customer service and building security. It is essential that the Desk Clerk respond quickly and effectively in emergency situations in addition to presenting a positive attitude in his/her interactions at the Front Desk.

Time Commitment

- Be available to work a minimum of eight hours a week. All shifts are in two hour blocks.
- Attend training sessions and Front Desk Clerk meetings.
- Be available to return prior to the opening of the residence halls each semester and work until the closing of the halls each semester.
- Responsible for covering holidays and other University breaks (e.g., Thanksgiving, Intersession, and Spring Break).
- Be available to cover missed desk shifts when required.

Direct Services for Residents

- Coordinate initial responses to emergency situations.
- Sort and re-direct mail and packages (Mail Clerk).
- Act as receptionist, i.e., answer phones, give information, take messages, forward calls.
- Checkout and check-in equipment and keys.

Building Security

- Enforce individual hall identification/guest visitation policies including verification of entry stickers.
- Be alert to any situation or condition, which requires attention: inform the Office of Residence Life, Residence Hall Staff or Public Safety as appropriate.

Services for Residence Life

- Report maintenance problems.
- Keep informed regarding the Office of Residence Life and University policies, procedures, and activities.

Emergency Situations

- Responsible for initial response to emergency situations according to policies outlined in desk manual.
- Use good judgment and make appropriate and timely referrals in cases of personal crisis, violations of University regulations, or any case where standard procedures do not apply.

Expectations

- Work in cooperation with Residence Hall Staff, Plant Services, and Public Safety.
- Responsible for information covered in desk staff training, Desk Staff Manual, *Fogcutter*, housing contract, and other notices.
- Compliance with and respect for all USF policies and procedures. Violations of any USF policy or procedure (including Residence Life policies and procedures) subjects the employee to disciplinary action, including probation or termination from the position.

Responsible To

- Desk Manager (Immediate supervisor) / Assistant Hall Director / Hall Director / Assistant Complex Director / Office of Residence Life.
- On-duty Senior Staff.

Requirements

Desk Clerks must be full-time USF students (at least 12 units) in good academic standing with a cumulative GPA of 2.0. Desk Clerks must also show evidence of responsibility in job performance and leadership.

Remuneration

- Desk Clerks(working 8 AM- 12 Midnight) and Mail Clerks are paid \$8.50/hour. (Hourly wage subject to change.)
- Desk Clerks (working 12 Midnight- 8 AM) are paid \$9.00/hour. (Hourly wage subject to change.)