

COMMUNITY BUILDING DESK CLERK

Position Description

Function

Provide first-line response and desk receptionist services in the Community Building and for the Office of Housing and Residential Life. Provide customer service and building security. Community Building Desk Clerks must respond quickly and effectively in emergency situations in addition to presenting a positive attitude and appearance.

Time Commitment

Be available to work a minimum of five hours a week. All shifts are in a minimum of two hour blocks.
Attend training sessions and Front Desk meetings.
Be available to return prior to opening each semester and work until the closing of 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.
Act as receptionist, i.e., answer phones, give information, take messages, forward calls.
Check-out and check-in equipment and keys.
Assist with housing administrative processes.

Building Security

Be alert to situations which require attention: inform the Office of Housing and Residential Life, Residence Staff or Campus Police as appropriate.

Services for Housing and Residential Life

Assist with filing, running errands and other general office duties.
Keep informed regarding Office of Housing and Residential Life and University policies, procedures, and activities.
Report maintenance problems.

Emergency Situations

Responsible for initial response to emergency situations according to policies outlined.
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 Staff, Facilities Management, and Campus Police.
Responsible for information covered during desk clerk training, desk staff manuals, housing contract, and other notices.
Compliance with and respect for all IUSB policies and procedures. Violations of IUSB policies or procedures subjects the employee to disciplinary action, including probation or termination from the position.

Responsible To

Office of Housing and Residential Life staff.
Works collaboratively with Resident Assistant staff.

Requirements

Desk Clerks must be full-time IUSB students (at least 12 undergraduate credit hours or 8 graduate credit hours) in good academic and disciplinary standing with a cumulative GPA of 2.0. Desk Clerks must reside in River Crossing. Desk Clerks must also show evidence of responsibility in job performance and leadership.

Remuneration

Desk Clerks are paid \$7.25/hour. (Hourly wage subject to change.)

What qualities do you have that would make you a good desk clerk?

REFERENCES: List two people you have requested **professional** references from for the desk clerk position (one local reference if possible) including address, phone number, and relationship to the individual. Appropriate references include professors, teachers, guidance counselors, former or current employers. Please do not list family members.

Name: _____

Name: _____

Address: _____

Address: _____

Ph. Number: _____

Ph. Number: _____

Relationship: _____

Relationship: _____

I understand that employment preference is given to candidates who are living in River Crossing.

I also understand that if hired, I will be expected to work all scheduled hours including weekends, evenings, and break periods.

I understand that if hired, I must attend all meetings and mandatory training sessions for the Desk Clerk team.

I also verify that the above information is accurate.

Please attach a copy of your class schedule for the applicable semester.

Signature: _____

Date: _____