



**UNIVERSITY OF GEORGIA • DIVISION OF STUDENT AFFAIRS • DEPARTMENT OF UNIVERSITY HOUSING
POSITION DESCRIPTION**

WORKING TITLE: Desk Assistant

CLASSIFICATION: Student Employee

POSITION SUMMARY: This is a student position responsible for being a primary point of contact for the students within a residential community. The primary function of this position is to staff a Community's 24-hour front desk. In addition, a person in this position provides assistance to the Administrative Assistant, Area Coordinator, Assistant Area Coordinator, Residence Hall Director and/or Graduate Residents with administrative tasks and serves as a resource of information to students, parents and other constituents.

SUPERVISOR: Assistant Area Coordinator, Residence Hall Director or Graduate Resident

CONDITIONS OF EMPLOYMENT:

1. Have a minimum semester and cumulative UGA grade point average of 2.0 at the time of application and maintain a minimum cumulative and semester UGA grade point average of 2.0 during the period of employment. If the minimum cumulative or semester UGA grade point average is not maintained, the Office Assistant may be granted one (1) academic term to return to the minimum standards. New hires may not begin their contract under probation due to failure to meet the minimum academic requirements.
2. Must be in good standing as defined by the University.
3. May not exceed 20 hours of work per week, except when classes are not in session.
4. Reappointment is based up job performance, evaluation and continuing enrollment in the University.

RESPONSIBILITIES:

1. Support, communicate, enforce and abide by all University and Department policies, procedures and regulations.
2. Support the Community Office staff by performing administrative responsibilities assigned effectively and efficiently.
3. Assist in the opening, closing and transition of residence halls. This may require early arrival and late departures, as well as working during break periods.
4. Function as a resource for accurate information concerning Housing and University operations.
5. Follow good customer service protocols.
6. Assist Community Office staff during a crisis or emergency, maintaining appropriate confidentiality.
7. Participate in all Departmental and Community training and in-service activities.
8. Participate in all meeting activities including, but not limited to: staff meetings, Community staff meetings, and one-on-one meetings with your supervisor.
9. Follow appropriate policies and procedures with regards to working the 24-hour front desk including, but not limited to: key control, equipment checkout and the monitoring of the security system.
10. Perform other duties consistent with the purpose of the position as assigned.