

Desk Assistant (DA) Job Description

Department of Housing and Residence Life

Role Overview

The Desk Assistant (DA) is a student staff position within the Department of Housing and Residence Life. The DA serves as a primary customer service representative at the front desk of housing facilities and acts as a key resource for residents assigned to the hall, house, or apartment complex. The primary responsibility of the DA is to maintain a safe, welcoming environment by monitoring building entry and exit points, enforcing visitation policies, and reporting any unusual or inappropriate behavior involving residents, guests, and visitors.

Direct Supervisor: Senior Resident Assistant (SRA)

Indirect Supervisor: Residence Life Coordinator (RLC)

I. Qualifications

Academic Standing & Enrollment: Must be classified as an enrolled student by university guidelines by the start of the employment term. Must maintain full-time academic status and a minimum cumulative GPA of 2.00 throughout the duration of employment. If the supervisor notices a decrease in cumulative GPA during interim grades, the DA will be referred to academic resources. If the cumulative GPA falls below 2.00, a probationary semester may be granted to restore the GPA. Failure to meet the 2.00 cumulative GPA requirement by the end of that semester results in immediate termination.

Prior Experience & Endorsements: Must demonstrate strong interpersonal, and communication skills through the interview and selection process.

Conduct History: Must have little to no student conduct history to qualify for and remain in the position.

Core Competencies & References: Must exemplify high standards of professionalism, effective customer service, and strong communication skills when serving as a resource to residents and visitors.

II. Employment Agreement & Terms

Term of Employment: One (1) academic year, beginning prior to the residence hall opening on the date designated by the Department of Housing and Residence Life, typically beginning at 5:00 p.m. on move-in day, and terminating at end of business day on the day before May closing.

Agreement Renewal: Retention of the position for multiple school years is NOT guaranteed. Re-appointment is based on budget, position availability, and an individual's performance evaluation. If a desk assistant fails to meet job requirements or expectations prior to the end of the academic year, employment may be terminated.

Training Attendance: Mandatory attendance at fall and spring training sessions is required, necessitating early campus arrival. Excused absences for attendance conflicts are at the supervisor's discretion; military obligations (Reserves, National Guard, ROTC) are fully permitted.

Compensation & Remuneration: DAs receive hourly wages, up to the 20 hours per week, for working assigned front desk shifts.

Outside Employment: Off-campus employment is allowed. Additional on-campus employment is prohibited due to the student employee limit of 20 hours per week.

Resignation & Termination Accountability: DAs who fail to satisfy job responsibilities, complete assigned shifts, or adhere to departmental guidelines are subject to disciplinary action or termination.

Appeals Process: Staff facing disciplinary action or termination are entitled to one appeal. Disciplinary action appeals must be submitted to the Residence Life Coordinator, and termination appeals must be submitted to the Assistant Director or Associate Director of Residential Learning and Leadership Development. Appeals must meet at least one of the established grounds to be considered. All appeal decisions are final.

III. General Availability & Emergency Status

Desk Shift Attendance: DAs must reliably attend all scheduled front desk shifts and meetings punctually and strictly adhere to all front desk operational guidelines. DAs are expected to assist with front desk operations and customer service support during critical operational periods, when available.

Holiday Shifts: Scheduled shift coverage is mandatory during university holidays and break periods when residence hall desks remain open (e.g., Labor Day, Fall Break, Mardi Gras, Easter, and Thanksgiving), unless formally relieved of duties by the front desk supervisor.

Time-Off Requests: Requests to trade shifts or take time off must be submitted in advance for supervisory approval according to departmental protocols.

IV. Job Tasks & Responsibilities

Administrative Responsibilities

Documentation & Operations: Execute assigned front desk shifts strictly following operational standards and maintaining time tracking, by submitting worked hours accurately using the approved scheduling software (e.g., SubItUp) and complete required desk logs during each shift.

Resident Outreach & Support: Serve as a primary customer service point of contact, answering resident inquiries and disseminating relevant and accurate university information at the front desk.

Access Control & Safety: Maintain continuous awareness of residents, guests, and visitors entering and exiting the building while staffing the front desk. Enforce the department's visitation policies and correctly issue temporary access cards to residents.

Facility Maintenance & Upkeep: Report any facility issues, damages, or front desk equipment defects immediately to supervisory staff.

Incident Documentation & Crisis Escalation: Notify supervisors immediately of all conduct issues, policy violations, or suspicious activity arising near or around the front desk. Immediate-response emergencies must be promptly escalated directly to professional staff.

Student Safety & Judicial Support: Prioritize building safety and resident wellness, serving as an official witness and providing necessary documentation or testimony to validate conduct violations or emergency events when required.

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