Desk Attendant
Job Description

The Desk Attendant (DA) is a member of the Residence Life and Housing Student Operations Services Staff (SOS Staff). These staff positions are crucial to the daily operations of the residence halls and the Department of Residence Life and Housing. Residence hall front desks are open from 10 a.m. through 3 a.m. seven days a week, with the exceptions of Sheldon and the Village; with modified hours at times of breaks, openings and closings. Sheldon Hall front desk is open 10 a.m. to 10 p.m. daily; and the Village is open Sunday to Thursday from 10 a.m. to midnight, and Friday and Saturday from 10 a.m. to 3 a.m.

Below is a summary of the responsibilities and terms of the position. These are specified in more detail in the SOS Staff Operations Manual, which is provided to all SOS staff members.

I. Expectations/Responsibilities

A. Read and follow provisions of the residence hall SOS Staff Operations Manual.
B. Desk Operation
   1. Perform responsibilities as defined in the manual.
   2. Enforce security (i.e. reporting of incidents, checking resident and visitors’ IDs, etc.).
   3. Collect and distribute campus mail, packages and US mail.
   4. Maintain the inventory of all desk equipment (including sign in/out of equipment).
   5. Assist the SOS Supervisor and SOSC in the implementation and operation of the desk operations.
C. Assist in the recruitment and training of DA Staff.
D. Hall Wide
   1. Participate in Hall Council and RSS functions as outlined by the SOS Supervisor.
   2. Follow the procedures and operations of the hall’s posting policy.
E. Serve as a positive role model.
F. Arrange for shift coverage if DA is unable to work scheduled shift.
G. Assist SOS Supervisor in the implementation and operation of the hall’s posting policies and procedures.
H. Adhere to supervisor and departmental expectations.
I. Other duties as assigned.

II. Compensation

A. Desk Attendants are compensated at a rate of $9.75 per hour.
B. The University’s Temporary Service Guidelines govern numbers of hours worked during any pay period.
III. Terms of Employment

A. The academic year constitutes the term of employment.
B. DAs may be required to begin work approximately ten days prior to the hall’s official fall opening day and up to ten days prior to Spring semester’s hall opening.
C. DAs are required to attend and participate in all training periods (typically, pre-service training in August and in January, and in-service training sessions scheduled as needed).
D. DAs are required to attend regularly scheduled desk staff meetings.
E. DAs are required to work late night (1:00 am to 3:00 am) and weekend shifts.
F. DAs will report directly to the SOS Supervisor.
G. DAs will receive an evaluation of performance on a semester basis.
H. It is the responsibility of the Desk Attendant to check the final grades online at the end of each semester. If the semester or cumulative GPA falls below 2.00, it is the DA’s responsibility to contact the Department of Residence Life and Housing within one week of the date on which grades were posted by the College Registrar.*
I. DAs must live in a SUNY Oswego residence hall during the full term of employment.
J. Failure to meet the responsibilities of the position, misconduct and/or any violation of College policy may be grounds for personnel action (i.e. warning, employment probation, or termination).

IV. Qualifications

A. Eligibility to apply: To be considered for employment, candidates must possess a cumulative Grade Point Average of 2.0 or higher and a semester Grade Point Average of 2.0 or higher for the regular semester immediately preceding employment.*
B. DAs must maintain a 2.0 semester and cumulative Grade Point Average for the duration of employment.*
C. DAs may not begin employment while on Disciplinary Probation. Conduct records will be checked for all applicants.

*PLEASE NOTE: Summer and winter session grades are not included when calculating whether or not an applicant or staff member meets the grade requirements for the position.

Applications will be available online at:
https://www.oswego.edu/reslife/employment

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