

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 will be 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 will be open 10 a.m. to 10 p.m. daily; and the Village will be open daily from 10 a.m. to midnight. 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 available to all SOS staff members.

I. Expectations/Responsibilities

- A. Read and follow provisions of the *SOS Staff Operations Manual*.
- B. Desk Operation
 - 1. Perform responsibilities as defined in the manual.
 - 2. Enforce security including but not limited to reporting of incidents, checking resident and visitors' IDs, and key distribution.
 - 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 RHD/AHD and SOSC in the implementation and operation of the desk operations.
 - 6. Utilize front desk website in daily operations.
- C. Assist in the recruitment and training of Desk Attendant staff.
- D. Hall Wide
 - 1. Participate in Hall Council and RSS functions as outlined by Residence Hall Director/Assistant Hall Director (RHD/AHD).
 - 2. Follow the procedures and operations of the hall's posting policy.
- E. Serve as a positive role model.
- F. Utilize Sub It Up to clock in and clock out at the beginning and end of each shift.
- G. Attend scheduled SOS staff meetings.
- H. Other duties as assigned.

II. Compensation

- A. Desk Attendants are compensated at a rate of minimum wage 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. Desk Attendants 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. Staff may also be required to return early for hall re-opening at the conclusion of breaks.
- C. Desk Attendants 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. Desk Attendants are required to attend regularly scheduled desk staff meetings.
- E. Desk Attendants are required to work late night (1:00 am to 3:00 am) and weekend shifts periodically.
- F. Desk Attendants will report directly to the SOS Supervisor.
- G. Desk Attendants will receive a performance evaluation each semester.
- H. It is the responsibility of the Desk Attendant to check their final grades online at the end of each semester. If their semester or cumulative GPA falls below 2.00, it is their 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. Desk Attendants must live in a SUNY Oswego residence hall during the full term of employment.
- J. Failure to meet the responsibilities of the position, gross 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. Computer Technicians must maintain a 2.0 semester and cumulative Grade Point Average for the duration of employment.*
- C. Desk may not begin employment while on Disciplinary Probation. Conduct records will be checked for all applicants.
- D. Computer Technicians must live on campus for entire term of employment.
- E. Computer Technicians must be able to fulfill the term of employment, including training in August and January.

***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:
www.oswego.edu/residence-life-and-housing/employment**