

2020 Summer Desk Attendant Job Description



The Summer Desk Attendant (DA) is a member of the Residence Life and Housing Summer Student Operations Services Staff (SOS Staff). These staff positions are crucial to the daily operations of the summer school residence hall and the Department of Residence Life and Housing. The summer school residence hall front desk is open from 10 a.m. through 12 a.m. seven days a week. 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 *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 SUNY minimum wage per hour \$11.80.
- B. The University's Temporary Service Guidelines govern numbers of hours worked during any pay period.

III. Terms of Employment

- A. May 24, 2020 – August 18, 2020 constitutes the term of employment.
- B. Summer Desk Attendants are required to attend and participate in all training periods.
- C. Summer Desk Attendants are required to attend regularly scheduled desk staff meetings.
- D. Summer Desk Attendants will report directly to the Summer School Hall Director.
- E. Summer Desk Attendants will receive an evaluation of performance at the end of the summer.

- F. 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. Summer Desk Attendants must live on Campus for the duration of their employment.
- B. Summer Desk Attendants must maintain a 2.0 semester and cumulative Grade Point Average for the duration of employment.
- C. Applicants cannot be on Disciplinary Probation at the time of appointment or during employment and are subject to academic and conduct checks prior to appointment.