

### Desk Assistant (DA) Position Description

#### Disclaimer

This position description is designed to provide applicants with a general idea of the desk assistant position and expectations and is subject to change. Hired DAs will sign a position agreement which will outline the specific requirements of the position.

#### Purpose of Position

The Desk Assistant is a student staff member who assists the community development of graduate residence halls by providing excellent customer service at the front desk. DAs help residents by answering questions from students and guests, checking out temporary access cards and keys, disbursing packages, answering the phone, and providing general customer service for resources provided at the desks.

#### Primary Duties

- Attend all scheduled trainings and meetings.
- Be available to assist in covering desk hours on weekends and/or holidays and in the absence of the Desk Clerk.
- Answer the phone and general questions at the front desk from residents and guests.
- Log and disperse packages through Pitney-Bowes as needed to residents.
- Check out temporary access cards and keys to residents when locked out.
- Check out equipment to residents from the front desk.
- Complete all required forms at the front desk.
- Check-in/out residents during opening and closing periods and during off-cycle room changes.
- Maintain confidentiality of student information in accordance with Residential Services and FERPA policies.
- Use the highest level of professionalism when addressing students, guests, or others who utilize the front desks.

#### Qualifications

- Be a Northwestern University undergraduate or graduate student.
- Have a minimum cumulative GPA of 2.50 or above.
- Be in good disciplinary standing with the University.
- Students with or without work-study eligibility are welcome to apply.
- You may work up to 20 hours per week while classes are in session. This includes a combination of hours from ALL campus jobs.

#### Compensation

- Starting wage of \$14.00 per hour. Annual raises may be given based on performance.
- It is the DA's responsibility to monitor their work-study package to stay within the given allotment.

#### Dates of Employment

Final hiring date will be dependent on staffing needs for the operation during any given quarter including summer. DAs must be able to work all scheduled shifts, **including** fall opening, quarterly finals week, summer-fall transition, and spring-summer transition. Please note that some DAs *may* need to arrive on campus prior to the first day of classes in September for the Fall Quarter.

#### Application

Please apply directly by going to <http://bit.ly/deskassistantapp>.

#### Questions

Please email [engelhartdesk@northwestern.edu](mailto:engelhartdesk@northwestern.edu) or [mcmanusdesk@northwestern.edu](mailto:mcmanusdesk@northwestern.edu).