

Northwestern | STUDENT AFFAIRS

Residential Services

HOME Line Assistant (HLA) 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 HLAs will sign a position agreement which will outline the specific requirements of the position.

Purpose of Position

The HOME Line Assistant position is intended to answer questions and direct calls related to undergraduate and graduate housing. The student must be available to work a set schedule based on their availability, Monday-Friday, between 8:30 am -5:00 pm.

Primary Duties

- The student will log into TalkDesk phone system upon starting their shift as designated in When to Work.
- Provide customer service through responding to all telephone inquiries from students, parents and various university departments regarding housing
- Answer general questions from students in undergraduate and graduate housing, and direct calls as necessary
- Accurately record all hours worked in Workforce by the assigned deadlines, and keep track of hours as directed by the Work-Study Program
- May assist with office coverage, including receptionist coverage, answering emails, and completing projects.

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 \$14.05 per hour. Annual raises may be given based on performance.
- It is the HLA'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. HLAs 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 HLAs *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 <https://bit.ly/rsopstudentstaff>

Questions

Please email housing@northwestern.edu.