

YOUNGSTOWN STATE UNIVERSITY
Housing & Residence Life

Position Title: Residence Hall Desk Attendant

Position Description:

A Residence Hall Desk Attendant (DA) provides support for a full range of activities in Housing & Residence Life. The DA must represent the office in a positive light at all times through professionalism and courtesy. Must answer telephones for Housing and Residence Life in a polite, helpful manner, take concise phone messages, and assist callers in accessing other departments on campus. Must routinely sign in visitors and check ID's, monitor security cameras, and sort and distribute mail. Must effectively provide basic information concerning Housing & Residence Life, Auxiliary Services, and the University at large. Helpful, cooperative, flexible, friendly attitude a must for working in a service-oriented environment. Assists with a variety of projects and completes other duties as assigned.

Minimum Requirements:

- Full-time student in good academic standing with Youngstown State University
- Effective oral and written communication skills, including skills in telephone answering and message-taking
- Interpersonal skills appropriate to a service-oriented environment
- Ability to cooperate flexibly with fellow student employees and staff members
- Ability to learn basic information related to Housing & Residence Life and other general University information
- General clerical skills including use of basic office equipment, filing, copying, sorting/distributing mail, etc.
- Understanding of and ability to adhere to all regulations outlined in the Housing & Residence Life Desk Attendant manual
- Commitment to confidentiality, organization, neatness, punctuality, and positive attitude
- Other duties as assigned

Reports to: Desk Manager/Housing Coordinator

Date of Opening: Beginning of each semester or posted as needed

Salary: Work Study or Student Wages available. Standard hourly rate as established by the University

Direct inquiries to: Office of Housing and Residence Life (330) 941-3547