



## MINNESOTA STATE UNIVERSITY, MANKATO

### RESIDENTIAL LIFE

#### **Desk Assistant**

*Crawford, Julia Sears, McElroy, Preska, Stadium Heights*

Desk Assistants are student staff members who may work up to 20 hours each week at the front desks of residence communities. As actively engaged members of the Front Desk Team, Desk Assistants create welcoming environments for students, staff, and guests while also providing general services that include receiving and handling mail, managing front desk equipment rentals, answering general questions about living on campus, and referring students to campus and community resources.

#### Major Areas of Responsibilities

- Actively engage in residence community activities and initiatives located at the desk.
- Assist residents with general questions and concerns, process loaner keys, issue guest parking passes, sort and deliver mail and packages, submit maintenance requests, and document equipment rentals.
- Attend all scheduled trainings, monthly Desk Team meetings, and individual supervision meetings.
- Maintain regular communication with Student Service Coordinator Supervisor and other Residential Life staff as necessary. This includes accurately conveying messages (phone calls, emails, etc.) and communicating information regarding front desk issues, needs, and activities.
- Abide by university and department policies and procedures; when made aware of violations, contact the appropriate staff members for follow up.
- Become familiar with on-campus and community resources to make referrals and answer questions as necessary.
- Role model behavior that positively contributes to and invites resident engagement in the residence community.
- Maintain confidential information in accordance with the Student Employee Data Confidentiality Agreement.
- Support Residential Life staff in the opening and closing preparations of the residence community.
- Work with University Security and other Residential Life Staff when requested.
- Assist the Department of Residential Life in other ways as requested or assigned.

#### Required Qualifications

- Enroll in a minimum of six (6) credits\* at Minnesota State University, Mankato during employment.
- Satisfactorily complete a criminal background check as required by Minnesota state law.

\* Payroll policies dictate work hour limitations for students based on enrolled credit loads

### Preferred Qualifications

- Familiarity with residential communities and campus resources
- Effective verbal and written communication skills
- Effective problem solving and critical thinking skills
- Interpersonal skills that demonstrate a commitment to inclusive environments and diverse interactions
- Excellent administrative and organizational skills
- Commitment to active engagement in the residence community