Position Description
Desk Assistant

The Desk Assistant is a paraprofessional position within the department of Housing & Residence Life at the University of South Alabama. The Desk Assistant is an undergraduate student at the University who qualifies for student employment or work-study based on the guidelines set for by the Student Employee Personnel Policy Handbook. The Desk Assistant serves to support the day to day administrative operations of the community office. This position is expected to work 15-20 hours per week and maintain consistent office hours to support the administrative task in the office. This position is expected to maintain business casual dress and display professional conduct as well as a high level of customer service. The Desk Assistant is supervised, hired, and trained by the Area Coordinator.

Duties & Responsibilities

- Manages the day to day administrative and communicative task of a community office.
- Manages office communication to include answer telephone calls and email.
- Collects and distributes area mail to area housing staff.
- Provides correspondence and messages to area staff.
- Provides basic information to parents, students, and university colleagues regarding housing.
- Participates in residence hall openings and closings.
- Report Central Utilities, Maintenance, Pest Control, and Laundry, etc. concerns to the appropriate office.
- Participates in the housing assignment process.
- Makes Copies and provide administrative support as needed.
- Assists with daily key inventories and returns.
- Assists with filing items such as Room Condition Forms, Lock Out Forms, etc.
- Maintains a strict level of confidentiality.
- Assists with check-in and check-outs.
- Provides desk coverage during the lunch hour and during staff meetings.
- Oversees equipment check-out and return.
- Serves as a receptionist and professionally answers telephones, screens, greets, announces, and routes visitors.
- Executes other duties as assigned.

Qualifications

The Desk Assistant must be enrolled in a graduate or undergraduate degree granting academic program at the University of South Alabama and have a 2.0 (or higher) Cumulative GPA (maintained throughout employment). The Desk Assistant must live on campus in one of the University residence halls and must be able to work between 15 to 20 hours per week. This position requires strong time management skills, critical administrative skill sets, and the ability to effectively communicate with students, staff, and faculty. The Desk Assistant position required attention to detail, strong organization skills, and the ability to display a superior professional attitude/appearance as well as strong levels of customer service skills.

Requirements

The Desk Assistant position is 10 month position with the option to work summer. All Desk Assistants are required to arrive for summer and winter trainings and are expected to commit to the position for one full academic year. Desk Assistants are hired for a term of one academic year (10 months), with renewal contingent upon satisfactory performance and evaluation. The Desk Assistant position requires flexibility, transparency, and strong professional ethics. The primary goal is to complete the normal day-to-day functions of the position. This position requires a strong sense of maturity and professionalism.

Compensation

The Desk Assistant position will be paid $7.25 per hour for a maximum of twenty hours per week. Please note that the Desk Assistant is part time student employee and may not surpass 20 hours per week.

Application

To apply for this position please send an application, short cover letter, resume, and current class schedule printed from PAWS to USA Housing & Residence Life by dropping it off with Amber L. Jones, Coordinator of Desk Assistant Selection & Training (Stokes Hall 1115) or emailing it to (aljones@southalabama.edu). For more details please contact (251) 460-7088.