Title: Desk Attendant

Location: Residence Hall, as assigned

Pay Rate/Class: $15.00 per hour.
Desk Attendants may work up to 20 hours per week. Desk Attendants work an average of 10-15 hours per week depending on individual’s availability.

Student Affair Employment Program

This program empowers students to reach their full, personal potential in preparation for the workforce by developing practical and professional skills.

Student Learning Outcomes for this Position Include:
- Provides excellent customer service, anticipating customers’ needs and using effective listening skills
- Learns and utilizes professional verbal communication skills
- Demonstrates strong interpersonal skills and can work as a member of a team
- Develops basics computer skills necessary to perform duties
- Demonstrates effective problem-solving skills; analyzes situations and responds appropriately
- Makes decisions based on ethical standards
- Understands and enforces departmental policies, procedures, and processes
- Demonstrates reliability with attendance and punctuality

Qualifications:
- Full-time matriculated CCSU student
- Undergraduate students must have a minimum 2.0 at the time of application and for the duration of employment. Graduate students must have and maintain a minimum 3.0 GPA at the time of application and for the duration of employment.
- Be in good standing with the Office of Student Rights & Responsibilities.
- All candidates must successfully pass a background check as a condition of employment.
- Offers are made for the academic year and all DAs are required to participate in an employment review

Position Description:
Desk Attendants report directly to the Resident Director/Area Coordinator. They assist in responding to student and guest questions, needs, and concerns and help ensure the safety/security of the residence hall. Additionally, Desk Attendants assist with general office administrative support. Desk Attendants are members of the Residence Life Emergency Response Staff and are expected to assist during residence hall and campus emergencies as necessary.

Job Duties:
- Complete mandatory training in August and January
- Provide coverage of a residence hall front desk during a specified shift. Coverage is provided 7 days a week from 8:00 pm- 1:00 am when residence halls are open during the regular academic year
- Must always remain at the front desk area during scheduled shift unless otherwise directed by the
Supervisor and/or Director on Duty, or emergency personnel.

- Visitors are not allowed while employee is on a scheduled shift
- Address student and guest questions, and provide appropriate response to individual needs
- Facilitate registration of all residence hall guests
- Aid with general office administration needs
- Monitor building entrance activity and report concerns appropriately
- Participate in required, ongoing training and meetings
- Address facility concerns and issues and report appropriately
- Assist with building and campus evacuations and emergencies.
- Understand residence hall policies and emergency procedures
- Maintain confidentiality of all residence hall records and information
- Perform other duties and responsibilities related to those specified above which do not alter the basic level of responsibility of the position.

How to Apply:

Submit an application & resumes via reslife@ccsu.edu. Questions or concerns should be forwarded to the Department of Residence Life:

Mid-Campus, Room 118 / 1615 Stanley Street
New Britain, CT 06050
P: (860) 832-1660 / F: (860) 832-1659