

Desk Attendant Job Description

The Desk Attendant (DA) position is a unique leadership position granted to a select group of students each year. This role requires customer service skills, assertiveness, and interpersonal skills. 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. Starting Fall 2026, all Desk Attendants will be part of the Central Applied Learning (CAL) Program. This program is designed to support students' professional development and career readiness through hands-on experience, one-on-one mentorship with their supervisor, and meaningful opportunities to reflect on and connect their work to future career goals. Much of the program's structure is guided by the NACE Core Competencies, ensuring alignment with nationally recognized standards for career readiness. Students participating in the program are expected to complete a series of learning modules on Blackboard, meet one on one with their supervisor at least three times per semester, and take advantage of the programs and services offered by the Office of Career & Professional Development.

General Responsibilities

- Provide coverage of the residence hall front desk during assigned shifts (shifts are available 7 days/week, 4:00pm-12:00am).
- Remain at the desk during the entire shift unless excused by a supervisor, in case of an emergency, or unless completing a lockout for a student.
- Visitors are prohibited while working. Nobody should be sitting with you while you are working at the desk unless an RA is sitting with you from 8:00pm-12:00am.
- Participate in semesterly evaluations with respective supervisor.
- Greet and assist students and guests in a professional manner.
- Facilitate guest registration and monitor building entrance activity.
- Address and report students, guests, and facility concerns appropriately.
- Assist with administrative office duties as assigned.
- Support emergency and evacuation procedures when needed.
- Maintain confidentiality of residence hall records and sensitive information.

- FERPA (Family Educational Rights & Privacy Act)
 - You may not disclose, or otherwise share, any information about a student to: another student, parent/guardian, campus faculty, etc.
- Uphold and enforce all Residence Life and University policies.
- Must wear Residence Life DA Nametag for the duration of shift.
- Must wear a Residence Life Staff shirt (preferred) or another Central shirt throughout the duration of shift.

Learning-Centered Commitments

- Demonstrate professionalism by providing excellent customer service, anticipating customers' needs, and practicing effective listening skills.
- Develop and utilize professional communication skills, both verbal and written, when interacting with peers, supervisors, and residents.
- Exhibit teamwork and strong interpersonal skills by collaborating effectively with others to achieve departmental and community goals.
- Strengthen general career readiness through the development of computer literacy and the ability to use technology to complete position-related tasks.
- Apply critical thinking and effective problem-solving strategies to analyze situations, make informed decisions, and respond appropriately.
- Make decisions grounded in ethical standards and uphold integrity in all aspects of the role, including upholding confidentiality of students' personal identifiable information.
- Demonstrate professional accountability by understanding, following, and enforcing departmental policies, procedures, and processes.
- Display professional reliability through consistent attendance, punctuality, and follow-through on responsibilities.

Hours

- Desk Attendant coverage in their assigned hall typically takes place from 4pm-12am but is subject to change depending on the needs of the hall determined by the Residence Hall Director.
- Desk Attendants may work up to 20 hours per week.
- Desk Attendants may not work more than 7 hours per day.
- Desk Attendants work an average of 10-15 hours per week.

Position Requirements

- Must be a full-time student at Central in a matriculated degree program.
- Undergraduate students must have a **minimum 2.0 GPA** 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 each semester and participate in the Central Applied Learning (CAL) Program.

Monetary Compensation

- \$16.94/hr