

Summer Staff Job Description

TITLE: *Desk Worker*

DATES: New Hire Paperwork and Training – **April 28**
Summer Intersession dates – **May 22-June 9**
Summer School Session dates – **June 12-August 4**
Summer Conference Season dates – **June 1-July 27**
Fall Intersession dates – **August 7-18**
Early Arrival dates – **July 28-August 16**

JOB SUMMARY: Under the supervision of the Associate Director, Assistant Director, and the Hall Staff, the Summer Desk Worker will be responsible for assisting in the summer desk operations.

JOB DUTIES:

- Work shifts at residence hall front desk as assigned, organizing and updating information as needed, and cleaning and maintaining desk area.
- Maintain accurate and up-to-date listing of students/participants, location of students/participants, services available, campus and local telephone numbers.
- Greet and receive inquiries (face-to-face or by phone) in a polite and courteous manner.
- Meet and communicate daily with the Hall Staff.
- Respond to emergency situations by understanding emergency contact procedures.
- Serve as resource person to residents in building.
- Distribute mail and other information as requested.
- Present good image of Missouri State University by means of a tidy appearance, a pleasant and helpful disposition, a positive attitude, and responsive action.
- Assist the Associate Director, Assistant Director, and Hall Staff with other duties as assigned.

REQUIREMENTS:

- Minimum of 12 completed hours with 2.5 GPA
- Enrollment at Missouri State for Summer 2017 or Fall 2017 semester
- Experience working in residence hall system or in hospitality/service industry preferred
- Ability to communicate well in group and individual situations
- Ability to quickly evaluate and respond appropriately to crisis situations
- Must be able to get along with others and work well under pressure
- Receive prior approval to work a job outside the desk worker job (this includes internships, practicums, and volunteer hours.)

COMPENSATION:

- Hourly wages (\$7.70/hour) for new employees and current pay scale for returning employees