

Summer Desk Assistant

Position Description

Housing and Residential Education

UW-Green Bay



Housing and Residential Education

Position Summary Statement:

The Summer Desk Assistant (SDA) serves Housing and Residential Education by providing support to the Housing Service Desk and Student Mailroom operations which serve students, parents, summer guests, vendors, and visitors to the University.

This responsibility includes providing support to the camp and conference housing operation including but not limited to: serving as an office receptionist and mailroom assistant, responding to questions, assisting students and guests with door access issues, making referrals, data entry, clerical tasks such as filing, scheduling appointments and room reservations, and operating standard office equipment.

Dates of Employment:

This part time position offers the opportunity for employment up to 40 hours per week from May 1, 2025 to September 2, 2025.

Resident Services Responsibilities:

1. Provide telephone and reception services, which includes providing assistance to and answering questions from students, parents, summer guests, vendors, and guests.
2. Assist students and guests with door access and resolution of problems. Encode campus ID cards, check out access cards, and issue emergency unlock codes to students and guests when needed.
3. Check-in students and guests using the StarRez software.
4. Assist students with applying for housing online, online check out, and submitting maintenance requests.
5. Check out equipment and keys as directed.
6. Enter maintenance requests received by students, guests, and staff using StarRez.
7. Refer student concerns or issues to Front Desk and Mailroom Manager or evening/ weekend duty staff.
8. Reserve meeting, lounge, and outdoor spaces.
9. Sort and distribute incoming staff mail and prepare outgoing mail. Sort, distribute, forward, and prepare incoming/ outgoing mail in the Student Mailroom.
10. Maintain a log of incoming and outgoing packages, Distribute packages to students.
11. Assist in student correspondence.
12. Complete daily operational checklists and shift reports.
13. Provide clerical support to the Student Mailroom and Housing Business Operations.
14. Serve as part of the team to staff the front desk 24 hours, 7 days a week which also includes night, weekend, and overnight shifts.
15. Manage University Police dispatch calls during night and weekend desk shifts.

Summer Conference Responsibilities:

1. Assist with providing housing services for camp/conference guests, summer students, and adult guests.
2. Be on-site for check-ins to manage and resolve guest concerns or problems.
3. Assist summer counselor staff by referring issues and concerns in housing, dining areas, and on University grounds to the appropriate area.
4. Use all appropriate tools, programs, and office equipment necessary to complete assigned tasks – remembering to document steps, as necessary.
5. Assist with summer conference operations, including guest assignment coordination and preparation for groups including GB Orientation, Snowbirds, and student interns.
6. Other duties related to guest services, projects, programs, and other business initiatives as assigned.

Miscellaneous Responsibilities:

1. Attend required meetings as scheduled. Staff meetings and one on ones will be held weekly. Other meetings may be scheduled with at least 24 hours notice.
2. Meet with supervisor on a regular basis to discuss work performance, progress on any assigned projects, and upcoming deadlines.
3. Act as a positive representative of Housing and Residential Education and the University.
4. Understand, abide by, and enforce all University and Housing and Residential Education policies and procedures.
5. Assist with other duties as assigned.

Qualifications:

1. Attendance at all training sessions is mandatory.
2. Excellent interpersonal skills, ability to communicate and collaborate with staff and students.
3. Capacity to be deadline-driven and resourceful in the position.
4. Excellent attention to detail and organizational skills and ability to meet deadlines.
5. Ability to work independently while maintaining the commitment to working as part of a team.
6. The ability to maintain confidentiality, to exercise sound judgment, to provide recommendations, and to troubleshoot problems in accordance with Housing and Residential Education and University Policy and Procedures.
7. Competency with the use of Microsoft Office software, especially Outlook, Word, Teams, and Excel.
8. Availability, up to 40 hours per week, with a varying schedule. Flexibility to work evenings, weekends, and holidays is a requirement.
9. Consider the Summer Desk Assistant Position as primary employment. Limited employment outside of the SDA position may be granted by the supervisor on an individual basis. SDAs are responsible for keeping the supervisor updated on any employment changes. Any SDA securing employment without prior approval could be subject to termination.
10. While performing the duties of this position the employee must, with or without accommodations for a disability, be able to work in an office setting using standard office equipment, such as photocopier, printer and telephone. Must be able to converse in person and over the telephone, and to read printed materials and a computer screen.
11. Must be in good disciplinary standing with the University. Candidates currently on probation through the Dean of Students Office may not be interviewed or hired.
12. Must be able to lift up to 40 pounds.
13. Satisfactory criminal background check and completion of all required hiring paperwork is required.

Preferred Qualifications:

1. Individual should have a working knowledge of Housing and Residential Education operations and facilities, prior student housing experience, or comparable customer service experience.
2. Background knowledge of software used in this position including, but not limited to, PERSONA, StarRez, etc.
3. Ability to communicate effectively by means of two-way radio system (as needed), email and a telephone.
4. Office or front desk experience.

Compensation:

This position offers a competitive salary of \$12.25 per hour (up to 40 hours per week) and includes housing in an apartment-style accommodation during employment (approximately \$2,000 value). Any employee who leaves the position before the end of the employment term will be financially responsible for remaining housing costs.

I accept this position as outlined in the position description. I realize that failure to meet the job requirements described above may result in disciplinary action which could including termination of my employment.

Print Name

Employee Signature

Date