**Job description**

Housing Services Desk Assistants provide support to the Housing Services desk through strong customer service skills, referral to appropriate campus and community resources, and care and concern for residential student well-being. Housing Services is a 24-hour, 7-days a week operation; Desk Assistants staff provide support to students, families, campus partners, and conference guests. Desk Assistants gain experience in all aspects of our operation including academic year occupancy management and summer conferences.

**Responsibilities**

***Customer Service***

* Respond to phone, email, and walk-in inquiries received by the Housing Services Desk – including conference guests, current and prospective students, parents, campus partners, and others
* Provide excellent customer service in responding to concerns and questions
* Develop strong knowledge of the residential communities, Housing Services processes and communications, and commonly asked questions
* Develop deep understanding of other campus partners – including Dining Services, Maintenance, Housekeeping, and HokiePassport – to make appropriate referrals as needed
* Serve as point of contact for students seeking after hours assistance for Facilities, Housing Services, and Residential Well-being operations
* Serve as central dispatch for emergency maintenance and housekeeping after hours; make call outs as appropriate; track incidents to completion
* Connect students with appropriate on-call staff for Residential Well-being or Housing Services to address emergent concerns.
* Elevate concerns to Assistant Directors for Housing Services and/or Facilities leadership as appropriate

***Administrative Support***

* Complete administrative tasks in support of assignment and billing operations
* Complete general office tasks in a timely manner, such as making deliveries to campus departments, checking departmental voicemail, or making calls to follow-up on concerns
* Develop competency with StarRez; HokieServ; CSGold; Maxient; and other software utilized by the department
* Serve as a student representative on the Contract Review Committee
* Assist with sign-in, organization, and sign-out all summer conference guest mail

***Operations Support***

* Assist with set up and take down for big departmental events such as move-in, visitor weekends, etc.
* Desk staff may be asked to help campus partners during peak times for those departments.

Housing Services Desk Assistants may assist with other duties as assigned by supervisors.

**Requirements**

***Required Skills:***

* Maintain a warm and friendly demeanor at all times
* Be detailed and task-oriented
* Ability to learn and use new software programs quickly
* Follow all cash handling policies and procedures
* Excellent communication and interpersonal skills
* Ability to work independently as well as in a team
* Proficiency in Microsoft Office software

***Time Commitment:***

* Desk staff generally work between 10 and 15 hours weekly during the academic year (fall and spring semesters) and may work up to 30-40 hours weekly during the summer. Weekly time commitment may vary depending on staffing levels and needs of the department.

***Summer 2024 Employment:***

* Start Date: No later than May 10, 2024
* End Date: August 21, 2024 (with option to continue employment during the academic year)