

**Position Title:** Desk Assistant

The Housing & Residential Life Desk Assistant is a student staff position that provides daily support to the Professional Staff in their respective area. In the Residential Colleges, Lakeside and University Village, they assist the Area Director, Assistant Area Director and Office Supervisor. In the main HRL Office, they assist the Receptionist, Administrative Assistants, Assignments Coordinators, the Auxiliary Housing Coordinator and other professional staff members.

Position Responsibilities

- Ability to interact with a variety of students, parents, faculty and staff
- Refer students, parents, and guests to appropriate offices and on-campus resources
- Troubleshoot inquiries and refer students to the appropriate administrative staff
- Provide a high level of quality customer service
- Stay abreast of important details which relate to students and parents in order to ensure that accurate information is provided
- Remain attentive to ensure that all visitors are acknowledged and greeted in a timely manner
- Filing of HRL student paperwork including sensitive and confidential information
- Assist in follow-up on student room situations, roommate conflicts, student property claims and ensuring that people are directed to the appropriate professional staff
- Assist with opening, closing and housing signup procedures
- During opening and closing, you will be required to work extra hours, outside of your normal work schedule.
- Attend staff meetings and trainings as outlined by your supervisor
- Meals will be provided around training based on the schedule. Information will be communicated before training.
- During Fall Break regular schedules apply if DAs/RAs/CAs are away, other DAs will assist in working with staff to get their shifts covered
- Work desk shifts during 1 break period (Thanksgiving or Spring Break)
- Assist with a variety of administrative tasks as assigned
- Understand Housing and Residential Life policies and procedures
- Keep office, front desk area and storage areas organized
- Accept and verify completion of different housing forms and/or check-ins
- Assist students in resolving Cane Card and access issues
- Check-in with professional staff for new and pending tasks
- Create spreadsheets and/or enter data as needed
- Ability to learn and understand different software
- May require lifting of objects i.e. packages
- In the event of natural disaster or unforeseen circumstances employment period subject to change
- For University Village only - Assist in sorting and/or logging departmental mail and packages
- For Central Office only - Lunch time coverage of front desk to relieve full-time receptionist
- For Central Office only - Desk assistants will do the twice-daily mail run to all Residential Colleges, University Village, post office, Vice President's office and Cashier

Qualifications

- Ability to work autonomously, demonstrative initiative, and possess strong organizational skills
- Possess exemplary customer service and problem-solving skills
- The ability to interact and support a variety of constituents including faculty, professional staff, and student staff
- Be a current student at the University of Miami
- Be available for the academic year, including the following
 - Arriving prior to the start of the semester and available to assist with closing of semester
 - Position involves some evening and weekend work