

Position Title: Desk Supervisor

The Desk Supervisor – Residential Areas is a student position reporting to the Residential Desk Operations Manager. The Desk Supervisor is a student leadership role within the Housing and Residential Life department. This position combines the core responsibilities of a Desk Assistant—providing quality customer service and administrative support—with additional leadership duties including peer mentorship, schedule coordination, and front desk operations oversight. The Desk Supervisor serves as the first line of support for Desk Assistants and acts as a liaison to the HRL professional staff. Violations of the Terms of Employment may result in a warning, job probation, and/or termination.

Position Responsibilities

- Serve as a first point of contact by interacting professionally with students, parents, faculty, and staff, providing accurate information and appropriate referrals.
- Assist with student inquiries, housing-related concerns, and access issues (e.g., Cane Cards), escalating as needed.
- Greet all visitors promptly and courteously to ensure a welcoming and inclusive front desk environment.
- Maintain up-to-date knowledge of University and Housing policies, procedures, and departmental updates to provide accurate and timely information.
- Support desk operations during opening, closing, and housing sign-up periods, which may include working outside regular hours.
- Maintain an accurate and current lost & found log and coordinate with UMPD for high-value items.
- Track and replenish temporary access card inventory; notify professional staff of shortages.
- Post announcements and operational updates on the Residential Life Desk Operations Teams channel.
- Help maintain the cleanliness and organization of the front desk, office, and storage areas.
- Uphold and model Housing and Residential Life policies and procedures.
- Attend and participate in all mandatory staff meetings and trainings.

Qualifications

The following must be accepted in order to be eligible for the Desk Supervisor position:

- **Employment Status:** To be eligible for the Desk Supervisor (DS) position, candidates must be a returning DS in good standing, have demonstrated exemplary job performance, and have held the DA role for at least one year. A formal application process for the position will be communicated.
- **Duration:** DS must be available for the entire employment period as listed above.
- **Course Load:** Desk supervisors must maintain full-time student status at the University of Miami for the entire year, upholding a minimum of 12 credits (undergraduate students) or 9 credits (graduate students) each semester.