



Desk Attendant Job Description

A Desk Attendant (DA) is a student who lives in the residential community and serves the community at the front desk. The front desk is open 24 hours a day, 7 days a week.

Duties and Responsibilities of the Desk Attendant:

- Receive and route incoming calls
- Perform routine office support functions
- Receive and log mail
- Provide, great customer service to all residents, guests and visitors
- Tend to all needs, questions, and concerns of residents and direct to the appropriate staff
- Maintain a high level of maturity and professionalism
- Assist with the security of the building
- Communicate with the Director of Student Life and DA staff regarding important shift happenings
- Understand The Regency's "Rules and Regulations" and be able to enforce and answer questions regarding them
- Act as a role model for residents
- Complete other duties as assigned by management

Minimum Qualifications:

- Must be enrolled as a part-time, degree-seeking students
- Must maintain a minimum grade point average of 2.5
- Outside activities and/or jobs must not conflict with DA obligations, shifts, or staff meetings
- Exhibits strong organizational and written skills
- Sound judgment, emotional stability, flexibility, and willingness to accept responsibility

Expectations:

- As a staff member of The Regency, it is expected that a Desk Attendant will model appropriate behavior and follow all published and stated rules and regulations.
- The Regency does not close for winter and summer breaks and will have staff on duty the entire time.
- DAs will be expected to be available for part, if not all of the holiday breaks.

Compensation:

Desk Attendants will be compensated with a space in a double unit at The Regency and a Meal Plan when the cafeteria is open. (The Cafeteria is closed during summer and winter breaks.)

Qualified applicants are encouraged to email a **cover letter** addressing their specific qualifications for the position and a **resume** to Leann Link, at llink@regencystudenthousing.com.