

TENNESSE STATE UNIVERSITY
Office of Housing & Residence Life
2014-2015 ACADEMIC YEAR

Night Desk Attendant Position

QUALIFICATIONS

- Active, alert and energetic personality
- Verifiable work ethics and customer service experience
- Available to work 10-20 hours a week, including nights and weekends
- Must have a cumulative 2.0 GPA or higher
- Enrolled fulltime
- Good conduct standing
- Must not have any major university disciplinary offenses
- Must be able to pass various levels of background screenings

PREFERRED QUALIFICATIONS

- Previous on-campus living experience for at least one semester

APPLICATION PROCESS

Complete application requirements and return to the Residence Life Central Office. Position(s) will remain open until filled. Additional information is online at www.tnstate.edu/housing

Night Desk Attendants are student workers with a myriad of duties focusing on general reception and assistance at the hall desk during scheduled hours of operation. Night Desk Attendants (NDA's) also assist in duties associated with hall safety, hall security and routine administrative tasks. It is expected that NDA's maintain a professional and courteous demeanor at all times, i.e., attentive, responsive, and dressed appropriately. NDA's are to reflect a positive attitude and support Housing and Residential Life policies. Confidentiality rules are to be observed at all times and without exception. Specific responsibilities include:

Safety and Security

- Maintain an awareness of hall surroundings and the general environment ensuring that non-resident visitors and guests are appropriately hosted.
- Ensure that appropriate personnel such as the Residence Hall Director/Assistant Residence Hall Director or Resident Assistants are aware of activities, people, health and safety concerns, or any issues which may adversely impact the hall community.
- Report all odd or suspicious behavior, to hall staff and University Police.
- Assist hall staff in any emergency.

Administration

- Night Desk Attendants are responsible for having a comfortable understanding of the material contained in the *Campus Living Guide*, *TSU Student Handbook*, *Emergency Operations Guide* and other position relevant policies.
- Attend and participate in staff meetings, which impact Night Desk Attendant duties and responsibilities.

- Answer the desk phone, take messages, and give information concerning the University and Halls.
- Maintain the Duty Log of observations and/or concerns worthy to note, as well as reminders for next the shift.
- Maintain checkout log and inventory of hall supplies, equipment and games used by residents in accordance with established hall procedures.
- Maintain the lobby area, lounge area, and desk area in a clean and orderly fashion.
- Forward mail and distribute packages.
- Ensure that only hall staff is in the desk area.
- Ensure that the desk area is left in a neat and orderly manner at the end of the shift.
- Other duties as assigned by the supervisor.

Personnel and Hours of Work

- Night Desk Attendants are limited to a maximum of twenty (20) hours per week while school is in session.
- Night Desk Attendants must be available during late evenings to very early morning hours (anytime between 7pm-7am).
- Night Desk Attendants may be required to rotate assignment locations. Some consideration is given to work location assignment if the NDA resides in an on-campus facility.
- It is each Night Desk Attendant's responsibility to check the duty rosters and know their scheduled hours of work. Weekend shifts will be scheduled on a rotating basis.
- Night Desk Attendants are expected to report on time to their shift. Excessive absence or tardiness or breach of University and/or Housing regulations will result in employment termination. Excessive is considered to be reporting late (unexcused) to scheduled shift or an unexcused absence more than two times. Night Desk Attendants are expected to adhere to the rules and regulations contained in the Student Handbook.
- Night Desk Attendants unable to work their appointed shift must inform their supervisor no later than two (2) hours before their shift. It will be the Night Desk Attendant's responsibility to arrange for a substitute to cover their shift and notify the supervisor according to the set procedure.
- Night Desk Attendants are required to maintain an accurate record of their hours of work and prepare their timesheet according to established procedures and deadlines.

Compensation:

Night Desk Attendants are paid hourly. The rate of pay is \$8.50 per hour. No additional financial compensation or special room accommodations will be made.