

UNIVERSITY OF CALIFORNIA SAN DIEGO
REVELLE COLLEGE
REVELLE COLLEGE CENTER FRONT DESK ASSISTANT JOB DESCRIPTION
2017-2018
(Updated May 2017)

The Revelle College Center Front Desk Assistant is a registered full-time student employee who will assist in providing residential services and information to our residential students, staff/faculty, and guests. The Front Desk Assistant is appointed for a specific academic year. Reappointment is contingent upon successful job performance, requisite academic progress, favorable review by supervisor, and the on-going needs of Revelle Residence Life. The Front Desk Assistant is a position that requires independent motivation, strong administrative and interpersonal skills, consistent work ethic, and sound judgement. The Front Desk Assistant is expected to be a full-time student and serve as a role model and abide by all University and Residence Life policies. As a role model, the Front Desk Assistant is further fulfilling the University's mission of education and service. The Front Desk Assistant's responsibilities are as follows:

ROLE MODEL

It is essential that a Front Desk Assistant, as a role model, possess knowledge, skills, and abilities which demonstrate:

1. Abide by all University, Housing*Dining*Hospitality, and Residence Life policies and the UCSD Code of Conduct.
2. Communicate with all residents and staff members in an open, supportive, and constructive manner.
3. Maintain objectivity and confidentiality in all sensitive matters.
4. Demonstrate sound judgment when dealing with student situations, phone calls, and independent decision making.

STAFF AND RESIDENT COMMUNICATION

Communication and interaction between Residence Life Staff as well as with all residents is vital to a healthy team relationship and a viable and supportive residential community. The Front Desk Assistant will:

1. Report to the supervisor on all aspects of the Front Desk Assistant work.
2. The Front Desk Assistant and their supervisor shall have formal and informal conferences, evaluation, and communication.
3. Check office mailbox and read UCSD e-mail on a regular basis.
4. Communicate, as necessary, and interact professionally with all internal and external resources.
5. Assist and support staff as needed and requested and actively support and contribute to the staff team concept.
6. Maintain a cooperative team environment and positive attitude.
7. Be open and responsive to constructive feedback and requests from their supervisor and other staff members, and provide constructive feedback when appropriate.

AVAILABILITY

The Front Desk Assistant will:

1. Attend all required and scheduled Front Desk Assistant training sessions, retreats, quarterly supervisory meetings, and activities throughout the academic year.
2. Attend all of Front Desk Assistant training prior to the beginning of the 2017 Fall Quarter. Training will be in September prior to resident move-in. All Revelle Residence Life staff will be required to perform administrative duties in preparation for opening, and early move-ins.
3. Maintain a fairly open schedule during the academic year. Participation in additional commitments (extracurricular, occupational, etc.) and/or changes to class schedules must be discussed with the supervisor as it may impact the Revelle Res Life Office work schedule.
4. Be available to work night and/or weekend shifts. The Revelle College Center requires front desk coverage Monday-Friday 8:00am-9:00pm and Saturdays and Sundays from 12:00-9:00pm.

ADMINISTRATION/MANAGEMENT OF FACILITIES

The Front Desk Assistant will:

1. Assist supervisor with administrative work related to the position. Complete assigned tasks and paperwork within the designated timelines.
2. Perform extra areas of responsibility and duties otherwise assigned by supervisor.
3. Make sure the Revelle College Center stays clean and orderly.

GENERAL OFFICE SUPPORT/COORDINATION

Revelle Residence Life is committed to providing services which enhance the residential living/learning environment. The Front Desk Assistant will:

1. Aide with walk-ins and telephone calls from students, visitors and guests at the Revelle College Center.
2. Take accurate phone messages and provide directions, maps, and general information on UCSD in a helpful and courteous manner.

3. Help assist in Revelle College Center office procedures, phone calls check-in/check-out procedures, courtesy key check-out procedures, and proper use of the copy and fax machines.
4. Help disseminate UCSD, Revelle College, Housing Dining & Hospitality, and Residence Life information to parents, students and visitors.
5. Assist with Revelle Residence Life event ticket sales, including cash handling and Triton Cash processing.
6. Operate all office business machines including copier and fax machine.
7. Maintain key and equipment check out using database and scanning software.
8. Assist students with lock-outs and courtesy key check-outs using database and check-out software.
9. Assist with opening and closing of residence halls.
10. Help track down students that have lost their IDs.
11. Oversee cleaning and organization of office facilities.
12. Build unity and a sense of teamwork in the Revelle College Center Front Desk Assistant team.
13. Serve as a leader/example to the Revelle Residence Life staff.
14. Check in with supervisor in the Residence Life Office at the beginning of each shift.

MAIL & PACKAGE HANDLING

The Front Desk Assistant will:

1. Process perishable packages from express and non-USPS mail carriers including scanning all letters and packages using database and scanning software.
2. Collect package deliveries from express and Non-USPS mail carriers and bring them to the Revelle Mail Room/ Parcel Center for distribution.
3. Help contact students when packages are left unclaimed for extended period of time.
4. Assist in contacting students when perishable packages are delivered to ensure immediate distribution.
5. Assist student who report malfunctioning mailboxes. At times, retrieve student mail from the mailroom.

QUALIFICATIONS

1. Full time UCSD student status (12 undergraduate / 6 graduate credit hours per quarter).
2. Strong interpersonal skills in dealing with diverse student, staff and faculty population.
4. Skill to communicate clearly, effectively, diplomatically and tactfully both orally and in writing.
5. Ability to efficiently organize, prioritize, understand, and meet deadlines.
6. Ability to remain focused in an atmosphere of frequent interruptions and distractions.
7. Ability to maintain confidentiality.
8. Attention to detail and knowledge of proofreading, grammar, punctuation, and spelling.
9. Ability to take initiative and embark on necessary tasks even if not directly instructed to do so.
10. Ability to operate standard office equipment.*
11. Skill at identifying an inefficient system and suggesting new solutions to the problem.
12. Knowledge of cash handling procedures as outlined by UCSD.*
13. Knowledge of Revelle Res Life resources, policies and procedures.*
14. Knowledge of UCSD resources, departments, programs, computer and information systems.*

*Guidance will be given to help further these skills and abilities while student is in this position

COMPENSATION

This position will be an hourly position for 7-15 hours per week for 11 weeks each quarter. Students may have to work night and weekend shifts. **Additional hours will be required during fall training, move-in & move-out, therefore student must be available to work as early as August, 28th.** The rate of pay during training and the regular work appointment is \$11.10/hour. Accommodations for the training period may be made for Front Desk Assistants that will be living on campus during the 2016-2017 school year. Front Desk Assistant living off campus will need to make sure that they have housing accommodation in place in order to attend training.