Senior Desk Attendant (SDA) Position Description

General Function and Scope of Responsibility
The SDA’s primary responsibilities include desk supervision, supervision to the students working at the hall desk, maintenance reporting, maintaining room condition reports, and touring assigned building for facilities and maintenance concerns. The SDA can be expected to maintain confidential and sensitive information. In addition, the SDA can expect regular contact with Housing and Residential Programs staff members, University maintenance and support personnel, hall staff, and residents. Work assignments are, generally, routine in nature, although, special assignments may be given from the Housing and Residential Programs staff.

Duties and Responsibilities
Administrative Duties
- Enter information or data into SchoolDude work order system.
- Create and maintain forms, files, or records for accurate information of the hall desk and maintenance reporting operations. (Room Condition Report forms, Equipment sign-out log, work order log, mail and package log).
- Enter advertising information into “The Spot” digital media for the residence halls.
- Compose correspondence in order to answer routine requests and inquires.
- Monitor desk supply and equipment (game equipment, kitchen utensils etc.) inventories. Report supply and equipment replacement and replenishment needs to the building Graduate Assistant.
- Maintain Temporary ID card check out system. Reset returned temporary IDs.
- Attend all meetings scheduled by the RHD or building Graduate Assistant (one on ones, staff meetings, etc.).

Desk Supervision
- Create a work schedule for the desk assistant(s) each semester.
- Assign work to desk staff as needed.
- Observe desk worker performance for accuracy, timeliness and conformance to instructions.
- Record and evaluate incidents of desk work performance.
- Provide formal and ongoing training for desk worker.
- Schedule appointments, meetings, and reservation of hall equipment and rooms in an accurate manner.
**Maintenance Reporting**
- Receive, investigate, and evaluate resident and staff complaints concerning physical building repair needs to determine the validity of the concern.
- Enter work order information into SchoolDude system daily.
- Develop desk and maintenance reporting procedures in order to ensure efficient hall operations.
- Verify proper completion of work orders in order to provide feedback to the appropriate department returning a work order to ensure that a work order was not duplicated.

**Training and Development**
- Attend staff business and developmental meetings in order to convey/receive information and to address the issues.
- Attend workshops and training programs to receive or convey relevant knowledge, skills, or abilities.

**Communication**
- Develop and maintain positive relationships with residents and staff in order to advance Housing and Residential Program’s goals and minimize negative feedback.
- Meet with the RHD to keep him/her informed of problems, progress, and issues regarding assigned tasks.
- Meet with the building Graduate Assistant to keep him/her informed of problems, progress, and issues related to the building.
- Check your email account and voicemail daily.

**Development of Staff Relations**
- Support the decisions of the University, Housing and Residential Programs, and the staff.

**Additional Responsibilities**
- Additional responsibilities may be assigned by the building Graduate Assistant or the RHD to help meet the needs of your hall. These responsibilities constitute part of your employment agreement.

**Conditions of Employment**
- Upon applying, must have two semesters of residential living experience at Millersville University.
- Previous experience as a residence hall staff member or as a hall desk worker is strongly preferred.
- Maintain a cumulative grade point average (GPA) of 2.5 or higher. If your semester GPA is 1.75 or lower, your contracted may be rescinded.
- Carry no more than 16 credits, unless you receive prior approval from your RHD.
- May not participate in time-intensive academic coursework while a staff member where you would be in session almost the entire day. This includes student teaching or some internships.
- Must get approval from RHD before committing to any major extracurricular activities, including other positions and intercollegiate athletics.
- Be in good conduct standing with the University at the time the contract begins and have no further conduct incidents after the contract is signed. Employment will require a criminal background check.
- Model positive behaviors appropriate to a University community and behave in a manner consistent with all rules and regulations expected of all students and employees at Millersville University.
- Fulfill individual hall requirements, including: desk supervision, facilities management, advising and meetings, and ongoing training set by the RHD and or the building GA.
- Return to your residence hall prior to fall and spring semesters to participate in staff training, assist in the orientation of students to the residence hall, and be on campus the weekend when halls open and close.
- Must be able to return by the date specified by Housing and Residential Programs prior to re-opening after any vacation period.

Compensation
- Senior Desk Attendants will receive 16 paychecks of $400.00 for a total of $6400 during the period of time outlined in this work agreement. Generally, Senior Desk Attendants will receive eight stipend checks during the fall and spring semesters.