

## **Responsibilities of the Desk Aide**

1. Desk Aides are to arrive on campus when notified by the Office of Residence Life and attend all scheduled training sessions.
2. Desk Aides must maintain their work schedule through semester breaks and through commencement as necessary.
3. Specific Responsibilities:
  - A. Receive guests, provide information and attempt to meet visitor needs.
  - A. Answer the telephone in a professional manner.
  - B. Receive and deliver messages and other communications for the HR/RD.
  - C. Sign visitors into and out of the building.
  - D. Clerical duties such as completing work orders and locksmith requests as assigned by the HR/RD or AD.
  - E. Maintain a clean work area.
  - F. Monitor the appearance of lounge areas and ask students to clean up after themselves.
  - G. Report damage to property immediately to the HR/RD or AD.
  - H. Respond appropriately to emergencies such as illness, fire and other unusual situations.
  - I. Complete time sheets accurately and turn them into the Head Desk Manager at least 24 hours prior to the posted time sheet deadline.
5. Desk Aides are to be alert and attentive at all times while sitting desk duty.
6. Complete other duties as assigned by the HR/RD, or AD.