WINONA STATE UNIVERSITY HOUSING AND RESIDENCE LIFE  
Desk Assistant Employment Agreement

The Housing and Residence Life program is committed to creating a welcoming, inclusive, safe and engaging living environment. Desk Assistants (DA) serve as customer service specialists to students and visitors in the halls/apartments and assist with administrative duties. The specific responsibilities of DA’s include, but are not limited to, the following:

**Residence Life Requirements**
1. Must be living in the residence hall/apartments for the 2019-2020 academic year
2. Maintain a minimum 2.5 cumulative GPA
3. Participate in fall training and additional training sessions specified by the department
4. Be in good conduct standing with the University at all times
5. Attend and participate in monthly staff meetings as directed by the AD
6. Participate in scheduled desk shifts each semester including weekend desk coverage (amount of hours depends on staff size)
7. Must be available during orientation week and finals week each semester to work scheduled shifts
8. Assist in the opening, closing and transition of residence halls. This may require early arrival and late departures during the semester

**Welcoming**
1. Provide excellent customer service to all students and guests at the front desks
2. Represent WSU Housing in a professional manner while staffing the front desk

**Inclusive**
1. Assist and act as a resource to students and guests with a variety of questions and refer if necessary
2. Act in a manner that reflects inclusiveness, respect, and appreciation for all people
3. Create an environment at the desk that promotes inclusiveness

**Safe**
1. Maintain a safe, secure and healthy environment at the front desk
2. Utilize the StarRez software to check out and in equipment, access cards, checking students in and out as well as guest check in and out.
3. Utilizes strong problem-solving and crisis response skills
4. Communicate to the AD information about the front desk area(s)
5. Maintain confidentiality of student information in accordance with Residence Life and FERPA policies
6. Assist with student lock-outs
7. Monitoring the building printer
8. Process work orders as needed for student and community spaces
9. Assist students in communicating with General Maintenance Workers (GMW’s) when necessary

**Mail and Packages**
1. Assist with sorting and distribution of Federal Mail and deliveries from other national/local carriers
2. Log and disperse packages through StarRez as needed to residents
3. Assure all mail and packages are directed to the correct individual

**Engaging**
1. Assists students and guest by answering questions
2. Hang approved advertisements in your area
3. Contributes to the team and shares the workload
4. Serve as a model by personally upholding the policies and rules of the University as specified in the Housing and Residence Life Handbook, WSU Student Code of Conduct and the Winona State University General Catalog

Updated 2/12/2019