Description
The Desk Assistant is a UNI Department of Residence staff member who is a vital part of successful operations in the residence halls. The hall office serves as an information hub for students, staff and guests. As a staff member, the Desk Assistant provides assistance to residents regarding personal, interpersonal and academic concerns, and is instrumental in assisting the residence hall in becoming a cohesive and inclusive living and learning community. The Desk Assistant is supervised by a Secretary or Administrative Assistant but works in conjunction with the other staff including Coordinators, Desk Assistants, Graduate Assistants, Resident Assistants, and Administrative Assistants. Desk Assistants support and uphold hall and university policies and procedures, and assist with the administration of the halls. **Desk Assistants are compensated at $9 per hour and can work no more than 20 hours in any given week.** Hours include both weekdays and weekends. Interviews for this position will be promptly scheduled for qualified applicants through Zoom once applications are completed and screened.

Minimum Qualifications
- Applicants must live in the residence halls for the 2021-2022 academic year.
- Applicants must have and maintain a minimum 2.25 semester and cumulative grade point average.
- Applicants need to be in good academic, behavioral and financial standing with the university and be a full-time, degree-seeking student at the University of Northern Iowa.
- Trustworthiness, reliability and ability to maintain confidentiality and interact confidently with a wide range of people are essential characteristics.

Appointment Period
Desk Assistants are employed for the entire academic year. Desk Assistants hired for the 2021-2022 academic year are expected to return to campus the week of August 2, 2021 to take part in mandatory training; exact dates will be communicated upon finalization of the academic calendar. Desk Assistants are expected to start their formal work appointment Saturday, August 7th and will work through the week of residence hall move-ins. Appointment will continue into the academic school year. Desk Assistants must be available to work throughout the training and hall opening time period. As the launch of the Fall Semester is our busiest time and changes to the academic calendar have occurred, preference will be given to candidates who have greater availability during the weeks leading up and the week of residence hall move in.

Desk Assistant responsibilities include:
- Opening and/or closing of the office, greeting office guests and addressing concerns
- Performing typing, photocopying, and filing
- Answering phones, taking messages, making calls, sending, receiving, and responding to emails
- Providing informed assistance in response to questions, directions, and problems upon request or observation
- Directing residents and guests to the proper campus and community resources
- Utilizing Microsoft Word, Microsoft Excel, StarRez, and Google programs (i.e. Gmail, Google Drive, Google Calendar)
- Assist with facilitation move-in procedures
- Regarding information confidentially and with discretion
- Maintaining inventory of property to be checked out for resident use, issuing the property, and securing its return
- Ensure appropriate management of both brass keys and access cards according to departmental policies
- Sorting and distributing mail, maintaining correct addresses and forwarding mail information
- Utilizing StarRez for receiving of parcel post, insured packages, UPS/FedEx deliveries and issuing packages to residents
- Knowing departmental policies and procedures as directed by the Department of Residence.
- Knowing university policies and procedures related to emergencies/crises as directed by the Department of Residence.
- Performing other duties as assigned by the coordinator and/or Hall Secretary/Administrative Assistant
- Being asked and available (when possible) to cover work shifts in other residence halls in case of issues related to coverage.