

DESK ATTENDANT (DA)  
OFFICE OF RESIDENCE LIFE

**Title:** *Desk Attendant*

**Location:** *Residence Hall, as assigned*

**Pay Rate/Class:** *\$15.69*



**Student Affair Employment Program**

This program empowers students to reach their full, personal potential in preparation for the workforce by developing practical and professional skills.

**Student Learning Outcomes for this Position Include:**

- Provides excellent customer service, anticipating customers' needs and using effective listening skills
- Learns and utilizes professional verbal communication skills
- Demonstrates strong interpersonal skills and is able to work as a member of a team
- Develops basic computer skills necessary to perform duties
- Demonstrates effective problem solving skills; analyzes situations and responds appropriately
- Makes decisions based on ethical standards
- Understands and enforces departmental policies, procedures and processes
- Demonstrates reliability with attendance and punctuality

**Qualifications:**

- Full-time matriculated SCSU student
- Undergraduate students must have a minimum 2.0 at the time of application and for the duration of employment. Graduate students must have and maintain a minimum 3.0 GPA at the time of application and for the duration of employment.
- All candidates must successfully pass a background check as a condition of employment.
- Offers are made for the academic year and all DAs are required to participate in an employment review

**Position Description:**

Desk Attendants report directly to the Resident Hall Director or Graduate Intern. They assist in responding to student and guest questions, needs, and concerns and help ensure the safety/security of the residence hall. Additionally, Desk Attendants assist with general office administrative support. Desk Attendants are members of the Residence Life Emergency Response Staff and are expected to assist during residence hall and campus emergencies as necessary.

**Job Duties:**

- Complete mandatory training in August and January
- Provide coverage of a residence hall/apartment/suite front desk during a specified shift. Coverage is provided 24 hours a day, 7 days a week during periods when residence halls are open during the regular academic year
- Respond to student/building emergencies including incidents occurring in the immediate vicinity of the residence hall
- Answer the residence hall phone line, address student and guest questions, and provide appropriate response to individual needs
- Facilitate registration of all residence hall guests

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- Assist with student mail and package pick-up
- Aid residence hall staff with student lockouts, equipment requests, and residence hall check in/out
- Provide assistance with general office administration needs
- Monitor building entrance activity and report concerns appropriately
- Participate in required, ongoing training and meetings
- Address health and sanitation concerns in the facility on a limited basis
- Address facility concerns and issues and report appropriately
- Assist with building and campus evacuations and emergencies.
- Understand residence hall policies and emergency procedures
- Maintain confidentiality of all residence hall records and information
- Perform other duties and responsibilities related to those specified above which do not alter the basic level of responsibility of the position.

**How to Apply:**

Applications should be submitted electronically using the MyHousing Portal. Questions or concerns should be forwarded to the Office of Residence Life:

Schwartz Hall, Room 105 / 320 Fitch Street  
New Haven, CT 06515  
P: (203) 392-5870 / F: (203) 392-5867