RESIDENTIAL LIFE FRONT DESK POSITION 2021-2022

Apply Now! (Application linked)

Position Summary

The Front Desk Worker acts as a positive representative of the Office of Residential Life. They are asked to serve as an ambassador to the public, keeping in line with the office’s positive, client-oriented, open door image while assisting callers and visitors.

The staff in Residential Life rely upon the Front Desk Workers to provide accurate information and assistance to callers and visitors in a customer service oriented and professional manner.

Minimum Qualifications

- Must be an undergraduate student attending Washington University in St. Louis.
- Must have flexibility between the hours of 8:30am – 5:00pm.
- Must have flexibility to work the following breaks: Fall Break, Thanksgiving, winter, and Spring Break. *These will be assigned as needed.
- Must have flexibility to attend 2 staff meetings per semester.
- Must have flexibility to work evening and weekend hours. *As needed.
- Must have flexibility to work during finals weeks in the winter and spring. *As needed.

Preferred Qualifications

- Possess excellent communication, interpersonal, and administrative skills.
- Possess the ability to communicate effectively, both orally and in a written manner, with students, visitors, parents, staff, and other members of the WashU community.
- Experience in customer service and one on one interactions.
- Exhibit professionalism and respect.

Position Elements

- Front Desk worker hours will range from 1 – 10 hours week.
- Position allows students to continue placing priority on their undergraduate degree.
- **Ten-month employment obligation – August to May for the academic year.**
- Weekend and evening responsibilities needed.
- Front desk worker should maintain flexibility to work during the finals week.
- Front desk worker should maintain a commitment to the position obligations.
- **Hire Date:** Because we are seeking to fill specific hours, your start date will begin as needed for training and official work shifts should you be hired.
- **Official End:** May 11, 2022 *as scheduled.
  Academic Year Front Desk Worker if so desired)

Specific Job Responsibilities: Student should expect to assist central staff and customers as directed through administrative/clerical support. This includes, but is not limited to:

- Answering phones
- Assisting or taking messages
- Conducting residence hall/campus tour
• Photocopying, replenishing paper
• Distributing Mail
• Faxing, Filing, Labeling, laminating, shredding
• Key Access and Lockouts
• Mailings, Equipment Checkout, Student Check Ins
• Assisting with departmental recognition, on-boarding, and off-boarding materials
• Reporting maintenance/housekeeping issues to appropriate persons
• Delivering or picking up items on campus
• Special departmental projects
• Event planning
• Other duties as assigned

Compensation
• Hourly pay of $10.30/hr.
• Housing is not included for the Front Desk Worker.
• Res Life Polo will be provided.

Important Dates for Academic Year

Remaining of fall 2021
• November: Front Desk Meeting
• December 10 – 21, 2021: Reading Days and Final Exams

Spring 2022
• Friday, January 14, 2022: Assist with Spring Check In *as needed.
• February/April: Front Desk Meetings
• Through Wednesday, May 11, 2022: Assist with Spring Checkout *as needed.

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Contact Information:
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