

Ridge Desk Workers
University Ridge Apartments
Job Description

FLSA Status- Non-Exempt

Job Type- Part Time Student Staff

Reports to: Assistant Director of Residence Life

Compensation-\$7.25 per hour for approximately 10 hours per week

Start Date: 1/15/2018

End Date: 5/12/2018

Requirements

- Must have and maintain a minimum overall GPA requirement of 2.2 at the time of application.
- Must follow all rules, regulations, and policies of East Stroudsburg University.
- Must be in good standing with the university.
- Tasks are subject to change based on the changing need of this student population.
- Other duties consistent with this general job description may be assigned as needed.

Administrative/Office

- Answer phones and direct calls accordingly
- Maintain office forms and procedures
- Maintain filing systems

Responsibilities

- Greet residents, vendors, and guests warmly
- Answer questions and address concerns/complaints
- Receive deliveries and maintain Packing Tracking
- Complete projects assigned by Professional Staff
- Front desk organization
- Provide guest parking passes
- Operate office equipment
- Assist with Move-in and Move-out
- Assist residents with lock-outs
- Create, hang, maintain signage throughout the complex
- Address any policy violations as described by supervisor
- Complete errands on site and/or ESU campus by way of ESU Walking Path/Shuttle
- Design and create bulletin boards
- Support the Resident Advisors when needed
- Assist in emergency situations that may occur at University Ridge

Skills & Competencies

- Customer Service
- Problem Solving
- Communication
- Computer Functions
- Ability to Multi-task

- Positive Attitude
- Confidentiality
- Teamwork
- Attention to Detail and Accuracy

Time Requirements

- Approximately ten (10) hours of work per week between the hours of 8am and 4:30pm is required. Desk workers MUST have a class schedule that allows them to be available during the day to fulfil their hour requirement.
- University Ridge is open 24/7 year round and staffing patterns will reflect that. As such, desk workers may be required to work over breaks, on weekends, or on holidays.
- Homework and other projects may be done while working in the office, but all Ridge work will take priority.
- Desk workers may have employment outside of University Ridge, however, other than academic work, Ridge work MUST always take precedence.