



## **FRONT DESK STUDENT ASSISTANT POSITION DESCRIPTION**

As a member of the Student Housing Office Staff, the Front Desk Student Assistant (FDSA) is responsible for helping to create a living and learning environment in the residence halls and apartments by offering services to residents. The FDSA reports to Front Desk Manager and the Assistant Director for Residence Life in the assigned area. The FDSA is responsible for administrative functions, facilitating guest sign-in process, and resource and referral activities. The FDSA is expected to conduct him/herself in a manner consistent with the Student Conduct Code, University policies and regulations, and departmental standards.

The following are the specific qualifications and general descriptions of the responsibilities of the FDSA. Other tasks may be assigned by the Student Housing Office, the Front Desk Manager, Resident Director or the Assistant Director for Residence Life.

### **A. Qualifications**

1. Full-time enrollment as a degree-seeking student at Loyola Marymount University during the contract period. Good academic standing from the time of appointment through the end of the academic year.
2. Must have no active judicial sanction while employed.

### **B. Responsibilities**

1. Provide and promote quality customer service.
2. Assist in the implementation of community development initiatives and programming through the front desk area.
3. Distribute and sign out supplies and games to area residents.
4. Provide residents with information on University services and refer residents to appropriate services.
5. Perform general office work (e.g., responding to student inquiries, maintaining administrative logs, answering phones, typing, filing, making posters/flyers, and updating programming board and database).
6. Facilitate guest sign-in process.
7. Secure residential facilities at beginning and end of each shift.
8. Maintain general cleanliness of the Front Desk.
9. Check lobby area for cleanliness where applicable.
10. Distribute and collect mail and office materials as necessary.
11. Work scheduled hours during times when the Front Desk is open, including exam periods and some holidays.
12. Attend all staff meetings and in-service training sessions.
13. Contribute to the quality of life in the residence hall and apartment communities by sharing ideas and information with the staff and residents.
14. Conduct self in an honest, conscientious, and courteous manner at all times; showing respect for persons of all backgrounds, races, genders, interests, and abilities.
15. Serve as a role model by abiding by all University and Student Housing policies. This includes, all policies concerning purchase, possession and consumption of alcohol. Obvious intoxication at any time does not fit within the framework of a positive role model regardless of age.
16. Support the goals and philosophies of the Student Housing Office.
17. Work cooperatively with all Student Housing Office staff members, including Resident Assistants, Program Assistants, Resident Directors, Assistant Directors, and Resident Ministers (i.e. reporting conduct violations or referring concerns in the community).
18. Complete projects as assigned.

### **C. TERMS OF EMPLOYMENT**

1. Appointment is for one academic year.
2. Fall FDSA Training takes place on Thursday, September 20<sup>th</sup> from 12:15 pm -1:30 pm
3. Each FDSA is expected to work at least 5 hours per week, including at least 5-10 hours during finals.
4. FDSAs are paid hourly at a rate of: \$8.00/hr before midnight and \$10.00/hr after midnight.
5. FDSAs must adhere to all FDSA Expectations. A FDSA may be terminated for continued poor performance (including absenteeism and tardiness) or for a single incident of serious misconduct on the job. A FDSA may also be terminated in the event that he/she violates any policies, procedures, or standards as outlined in the Community Standards Handbook.
6. Each FDSA is provided with feedback informally throughout the employment period.

### **D. Confidentiality**

It is essential that the FDSA conduct his or her duties in a professional manner. Confidentiality is a major component of professionalism. FDSAs should consider all contacts with students while working as confidential. A student's right to privacy and confidentiality should be respected at all times. Additionally, FDSAs may be assigned tasks where access to confidential information would be granted. FDSAs are expected not to share this information with others.