



## Student Life/Housing - Desk Assistant

### POSITION SUMMARY

Desk Assistants (DAs) work in three of the four University Residence Halls. Varied hours are available from 11 a.m. - 12 Midnight Sunday – Wednesday and from 11 a.m. - 2 a.m. Thursday – Saturday. DAs answer phones, provide directions, monitor flow of traffic to and from building, register guests, make announcements and pages throughout the building, and serve as a receptionist for the residence hall in which they work. DAs receive training for their position at the University and as a Campus Security Authority (CSA).

A CSA is an individual who, by virtue of their university responsibilities and under the Clery Act, is designated to receive and report criminal incidents to the Department of Public Safety so that they may be included and published in the University's Annual Security Report.

### Examples of Duties:

1. Verifies student and guest identification.
2. Facilitate guest registration upon entry.
3. Make announcements using the intercom system.
4. Assist the staff on duty with identifying students and guests and time lines of incidents.
5. Inform Public Safety of suspected policy violations or those in progress
6. Creates and checks graduation name cards against a report ran by the ACS Team.
7. Answer phones, take messages, provide directions as needed.

### POSITION QUALIFICATIONS

**Skills:** Strong interpersonal, customer service, communication and telephone skills required. Must be a Rivier Student, preferably a resident.

**Mental Demands:** Must be able to confront peers and guests. Must call Public Safety or the staff on duty to address concerns of behavior and observed violations of policy.

**Physical Demands:**

**Visual Demands:** Must be able to verify valid forms of identification and recall specific details of incidents and persons of concerns while on shift

**Environment:** Residence Hall lobby; fast paced, heavy flow of traffic at peak times, varied levels of noise throughout the day and evening.

### APPLICATION

This position reports to the Resident Directors.

Contact: Eric Soucy  
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