Desk Services Coordinator

Student Services Coordinator
Pay Grade 02-11 – CPO 102543

Type of Employment: Ongoing, Full Time (40 hours/week), University Staff

Location: Phillips Hall, 1950 Willow Drive, Madison, WI
Click here to see a campus map

Department: Residence Life

Compensation:
• Starting rate for this position will be $15.42 or higher, based on qualifications and experience
• A competitive benefits package

Schedule:
• Primary schedule below. Schedule alterations as operations and position expectations demand.
• Monday through Friday, from 7:45am to 4:30pm. Afterhours and weekend work will be required as operationally needed.

Requirements:
• A Criminal Background Check will be conducted on all finalists
• A Bachelor’s Degree in Hospitality, Communications, other Business area, or other related field preferred.
• At least 1 year of experience in the hospitality industry preferred. Preference will be given to candidate with more than 1 year of experience.
• Supervision experience preferred.

Position Summary:
Under the general supervision of the Assistant Director of Residence Life, Desk Services, the Desk Services Coordinator teams with the Assistant Director of Residence Life, Desk Services to provide quality customer service operations during the summer Conference Season and the Academic Year. This position is primarily responsible for management of Desk Services administrative processes.

Click here for a complete position description.

How to Apply:
Apply here by 11:55pm on Monday, August 7, 2017. Failure to submit complete application materials will result in ineligibility for this position.

• Applicants should submit a resume, cover letter, work history within the online application system.
  o Within the work history, please complete all fields, including dates of employment.
  o Within the cover letter, please highlight the experiences listed on your resume, including hospitality and/or customer service experience, as well as your experience supervising staff.
• Within the online application, please identify three professional references that will be able to speak towards your performance in your current and/or most recent positions. University Housing requires that at least two of
the three references be either your current or most recent supervisors. When listing your references to contact, please include the following information:
  o Name
  o Title of their position and relationship to you
  o Phone number
  o E-mail address

- Applicants who apply for this position may be considered for future vacancies in this title within University Housing.
- UW-Madison is committed to providing opportunities to people from all backgrounds to help create a welcoming, empowered, and inclusive community. UW-Madison encourages women, minorities, veterans, and people with disabilities to apply.
  o If you need to request an accommodation because of a disability, you can find information about how to make a request at the following website: http://www.oed.wisc.edu/478.htm or contact hr@housing.wisc.edu.
- For questions, please call 608-262-2766 or email hr@housing.wisc.edu.
- Information for candidates that have retired from a Wisconsin Retirement System (WRS) participating employer:
  o If you return to a WRS-covered employer, including the University of Wisconsin after retirement, you are considered a "rehired annuitant." Click HERE for basic information about your benefits if you are a rehired annuitant. Please note that provisions have changed for WRS participants who retired after July 1, 2013.