Desk Worker

Department: Residence Life

Location: Various Desks

Compensation:
- **Academic Term**
  - Level 1 – $9.00
  - Level 2 – $9.75
- **Summer Term**
  - Level 1 – $9.45
  - Level 2 – $10.20

Hours:
- **Academic Year**: 5-15 hours per week
  - August 18, 2016 – May 14, 2017
- **Summer**: 20-40 hours per week
  - May 15, 2017 – August 20, 2017
- Some evening and weekend hours are required year round
- Flexible scheduling based on academic availability and operational need
- **Mandatory training will take place**:
  - Academic Year: August 18-22, 2016
  - Summer: May 18 – 29, 2017

Qualifications:
- Must be able to lift 50 pounds.
- Must be proficient in English.
- Comfortable with frequent movement – i.e. walking around the desk area to grab packages and equipment for residents.

Position Summary: This position is responsible for providing excellent customer service to residents, guests, and staff, as well as assisting with the day to day operational needs of Residence Life Desk Services.

Supervisor: This position is supervised by the Assistant Director of Residence Life, Desk Services.

Duties & Responsibilities:
Division of University Housing is committed to demonstrating our Core Values: **Care** in how we approach people and our work; **Creativity** in solving problems; **Integrity** in our interactions with staff and customers; **Optimism**, focusing on opportunities and positive outcomes; **Respect** for the differences, strengths, and potential in people; **Stewardship** of human, financial and natural resources; and **Excellence** in customer satisfaction and communication.

- Create a welcoming atmosphere for residents, professional staff/faculty, and guests
- Respond appropriately to resident and guest inquiries (i.e. equipment and key checkouts, questions, mail)
- Respond to resident and University Housing staff concerns in a timely and effective manner
- Provide information about the University of Wisconsin-Madison campus and community
• Read and apply information from all desk staff communication, including online logs, Desk Staff Manual and training
• Respond to emergency situations and alert University Housing Staff or UW Police of questionable behavior in the building
• Maintain security of the hall desk and confidentiality of resident information
• Complete administrative tasks as assigned
• **Additional Level 2 Criteria:**
  o Must have 9 months of active work in this position

**Knowledge/Skills:**
• Able to use various computer software programs (ie Outlook, Microsoft, SharePoint), the Internet, and databases and spreadsheets
• Knowledge of Residence Life, campus, and community and related resources
• Enjoy problem-solving in an independent work environment

**Application Instructions:**
• To apply, go to [https://onlineservices.housing.wisc.edu/hronlineapp/index.jsp](https://onlineservices.housing.wisc.edu/hronlineapp/index.jsp) (under 2016-17) and submit your online application, including a resume, cover letter, and supplemental questions.
• Deadline to receive priority consideration is **11:59pm on March 30, 2016**

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