

STUDENT SERVICE COORDINATOR

POSITION DESCRIPTION FOR GRADUATE ASSISTANTSHIP

DEPARTMENT OF RESIDENTIAL LIFE

MINNESOTA STATE UNIVERSITY, MANKATO

Student Service Coordinators provide direct supervision to the entire front desk team in a living area of 450-750 students and provide leadership in coordinating the current community occupancy system and room change process. Student Service Coordinators report directly to the Assistant Director Residential Education and work approximately 20 hours per week, primarily during business hours. Duties and responsibilities include, but are not limited to:

Desk Team Supervision

- Direct the planning, development, and implementation of desk staff training (10-20 Desk Assistants) each semester and when new employees begin during the academic year.
- Evaluate, support, encourage, and recognize the desk team with Assistant Director support.
- Provide on-going staff development and training for the front desk team to maximize customer service.
- Develop, implement, and maintain staffing schedules.
- Process timesheets.
- Make recommendations to Assistant Director on the hiring of Desk Assistants.
- Create an environment that expects and celebrates outstanding customer service to students, guests, and staff.

Desk Management

- Create and implement education for residents and tracking systems to monitor, maintain, and replace items available at the desk for community use.
- Submit appropriate charges to students for damage or failure to return of an item.
- Monitor locking systems within the community including maintaining current inventory of keys and cores, submitting requests for key/core changes, and monitoring and billing for loaner and lost keys.
- Ensure proper distribution of mail and packages and proper maintenance of lost and found items.
- Maintain inventory of guest parking permits and ensure distribution procedures are followed.
- Provide leadership during hall openings and closings of front desk operation and coordinate desk procedures.
- Manage the budget designated to the front desk.
- Follow up with concerns of residents and visitors as it relates to issues brought to the attention of the front desk team.
- Assist the Department of Residential Life in other ways as requested or assigned.

Occupancy Coordination

- Communicate with students considering/requesting a room change to provide them support, referrals (when appropriate) and room change options throughout the Residential Life system.
- Coordinate the processing of all room changes with other Student Service Coordinators and the Stadium Heights Hall Director and maintain appropriate paperwork.
- Schedule and complete room checkouts with students making changes during the academic year.
- Submit appropriate maintenance requests, damage charges, and administrative fees.
- Assist in the development and implementation of check-out training (and appropriate tools and supplies) for Community Advisor staff at the end of each semester.
- Assist in Opening preparations including planning for early, interim, and regular arrivals.
- Assist in preparations for Closing (end of semester and break periods).
- Assist the Department of Residential Life in other ways as requested or assigned.

Additionally, in coordination with their supervisor, Student Services Coordinators can explore opportunities to gain professional development experiences within and outside of Residential Life.

Required Qualifications:

- Bachelor's degree.
- Admitted to Minnesota State University graduate program by start date.
- Enroll in a minimum of six (6) graduate credits per semester during assistantship, and maintain good academic standing.
- Be able to work at least 16 hours per week during business hours (8:00AM-4:30PM).

Preferred Qualifications:

- Demonstrated commitment to fostering a diverse working and learning environment.
- Administrative skills, including an ability to effectively manage multiple priorities.
- Effective time management, self-management, and conflict resolution skills.
- Leadership experience.
- Knowledge of residence hall and college student issues.
- Strong verbal and written communication skills.
- Demonstrated initiative and experience assisting others.
- Previous experience in Residential Life (i.e. RA, hall government, RHA, etc.).
- A 2-year commitment to the position is preferred but not required.