

# STUDENT SERVICES COORDINATOR

## POSITION DESCRIPTION FOR GRADUATE ASSISTANTSHIP

### DEPARTMENT OF RESIDENTIAL LIFE

### MINNESOTA STATE UNIVERSITY, MANKATO

Student Services Coordinators provide direct supervision to the entire front desk team in a living area of 450-750 students and provide leadership in the coordination of the current community occupancy room change process. Student Services Coordinators report directly to one of four Area Directors and serve on the area leadership team that involves two Hall Directors. Duties and responsibilities include, but are not limited to:

#### Desk Team Supervision

- Assist in the planning, development, and implementation of desk staff training (10-20 desk workers, 2-4 mail staff) to begin each semester and when new employees begin during the academic year.
- Evaluate, support, encourage, and recognize desk team with Area Director support.
- Provide on-going staff development and training for front desk team to maximize customer service.
- Develop, implement, and maintain staffing schedules.
- Process timesheets.
- Make recommendations to Area Director on the hiring of front desk team members.
- Create an environment that expects and celebrates outstanding customer service to students, guests, and staff.

#### Desk Management

- Develop a process to educate students on items at the front desk available for student use.
- Create and implement 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 to the hall openings and closings of the front desk operation.
- 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 change paperwork within the community.
- Schedule and complete room checkouts with students making changes during the academic year.
- Submit appropriate maintenance requests, damage charges, and administrative fees.
- Maintain current floor plan for entire community.
- 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 Area Director in opening preparations including planning for early, interim, and regular arrivals.
- Assist Area Director in preparations for closing (end of semester and break periods)
- Assist the Department of Residential Life in other ways as requested or assigned.

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

Requirements:

- Bachelor's degree.
- Acceptance into graduate program at Minnesota State Mankato.
  - *(note some academic programs may not be the best fit for an assistantship)*

Qualifications:

- Leadership experience.
- Knowledge of residence hall student issues.
- Strong verbal and written communication skills.
- Demonstrates initiative and experience assisting others.
- Effective time management, self management and conflict resolution skills.
- Demonstrated commitment to fostering a diverse working and learning environment.
- Previous experience in Residential Life (i.e. Desk worker, RA, Hall Director, hall government, RHA, etc.) preferred.