



MINNESOTA STATE UNIVERSITY, MANKATO

RESIDENTIAL LIFE

Desk Assistant

Crawford, Julia Sears, McElroy, Preska, Stadium Heights

Desk Assistants are student staff members who may work up to 20 hours each week at the front desks of residence communities. As actively engaged members of the Front Desk Team, Desk Assistants create welcoming environments for students, staff, and guests of the residence community while also providing general services that include receiving and handling mail, managing front desk equipment rentals, answering general questions about living on campus, and referring students to campus and community resources.

Major Areas of Responsibilities

- Assist residents with general questions and concerns, process loaner keys, issue guest parking passes, sort and deliver mail and packages, submit maintenance requests, and document equipment rentals.
- Actively engage in residence community activities and initiatives located at the desk.
- Become familiar with on-campus and community resources to make referrals as necessary.
- Accurately convey messages (phone calls, emails, etc.) and communicate information regarding front desk issues, needs, and activities to the appropriate Residential Life staff including the Student Service Coordinator, Hall Director, or Assistant Director of the community.
- Attend scheduled trainings, monthly Desk Team meetings, and individual supervision meetings as needed.
- Explain, enforce and abide by university and department policies and procedures.
- Maintain confidential information in accordance with the Student Employee Data Confidentiality Agreement.
- Support hall staff in the opening and closing preparations of the residence community.
- Work with University Security and other Residential Life Staff when requested.
- Role model behavior that invites resident engagement in the residence community.
- Demonstrate behavior that positively contributes to the residential community.
- Assist the Department of Residential Life in other ways as requested or assigned.

Required Qualifications

- Enroll in a minimum of six (6) credits* at Minnesota State University, Mankato during employment.
- Satisfactorily complete a criminal background check as required by Minnesota state law.

* Payroll policies dictate work hour limitations for students based on enrolled credit loads

Preferred Qualifications

- Effective verbal and written communication skills.
- Interpersonal skills that demonstrate a commitment to inclusive environments and diverse interactions.
- Excellent organizational and administrative skills.
- Commitment to active engagement in the residence community.
- Effective problem solving and critical thinking skills.
- Familiarity with residential communities and campus resources.