Desk Service Manager Position Description

The Desk Service Manager (DSM) is a live-in, paraprofessional staff member of the Office of Housing and Residence Life. He/she is responsible for serving as a resource for all residents and guests of the hall and University, including faculty, staff, and other visitors. The DSM plays a key role in the efficient delivery of desk-related services to these individuals, including distributing and forwarding mail, giving out supplies, and providing a sense of safety and security within the residence hall. He/she strives to develop and provide a service-oriented atmosphere where residents feel comfortable in seeking all types of assistance. The DSM is a position of peer management, assuming specific responsibility for the front desk in a designated residence hall. Responsibilities include, but are not limited to, creating and maintaining a 24-hour/7-day desk schedule, managing payroll for desk operations, implementing systems to increase the safety and security of the residence hall, and the selection, training, and evaluation of desk staff members in conjunction with the Hall Director. The Office of Housing and Residence Life looks for candidates who will role model and promote the University’s mission and vision. Prior desk experience is preferred. This is a 10 month position, running from August to May, with an option of applying to work from May to August. Applicants may not be enrolled in internships, clinical or practicum experiences, participate in student teaching, be enrolled in the police academy, or have any academic commitments which take them off campus for significant amounts of time while employed as a DSM.