

# **University Housing Montgomery Services Desk Staff Job Description**

**Job Title**      **Resident Services Desk Assistant**

**Pay**              **\$13.25/hr**

## **Essential Duties**

The individual in this position assists in staffing the University Housing Resident Services Desk, a satellite office of the University Housing Office, by conveying factual information to students, parents and staff, serving University Housing residents and performing other clerical duties as assigned. The Services Desk is open from 9am-midnight, 7 days a week. This position reports directly to the Resident Director of Resident Services and Turnover Specialist.

Duties include:

1. Answering telephone, redirecting calls, explaining University Housing policies and procedures to current and prospective students, and assisting in maintaining a successful desk operation while maintaining high levels of customer service.
2. Performing basic filing, data entry, package processing and word processing duties, communicating with residents via email. Responding to resident needs quickly and efficiently.
3. Performing high security operations involving keys, with a strong attention to detail.
4. Using a computer program/database to track residents and provide information.
5. Performing other related duties as assigned by University Housing or Residence Life Professional Staff.

## **Required Skills and Experience**

A successful applicant will possess the following skills and experience:

- Must have proven customer service experience.
- Must have excellent communication skills.
- Must possess a strong attention to detail.
- Must have the ability to respond to multiple requests in a fast paced environment.
- Must be able to work efficiently and positively in a high stress work environment.
- Must have basic computer skills including using Microsoft Word and Excel.
- Must have strong verbal and written English skills.
- Must have the ability to pass a criminal background check.
- Requires current registration as a PSU student, in good academic standing.
- Portland State University Housing resident preferred.
- Federal work study student preferred.

## **Working Conditions**

Applicants must be available to work at 2-5 hours shifts between 10-20 hours per week. Employees may not work during scheduled class times. Employees must be registered for a minimum of 6 credits per term, excluding Summer term. This position requires that employees maintain a minimum cumulative grade point average of 2.00 while working for the University Housing Office. This position requires you to attend a weekly mandatory staff meeting on Fridays from 8:30-10:00 a.m. This position may involve the lifting of heavy packages up to 50 pounds in weight.

## **To Apply**

Please fill out the [application](#) online. Resumes will be requested at the time of an interview offer.