



Desk Assistant (DA) Position Description

As a valuable member of the Student Housing and Residential Life (SHRL) team within the Division of Student Affairs, the Desk Assistant (DA) provides exceptional customer service and administrative support at the front desks of all of our residential communities. DAs play a critical role in creating a safe, welcoming, and inclusive environment by maintaining consistent and accurate communication with residents, guests, and staff.

Under the supervision of the Supervisor for Desk Operations and Community Services (SDOCS), DAs act as key representatives between SHRL, residents, and visitors. They support the 24/7 desk operations by ensuring every interaction is positive, professional, informative, and reflective of SHRL's commitment to student engagement and exceptional service.

DAs are expected to uphold all policies, procedures, and standards outlined in the Student Handbook, Residence Hall License Agreement, Housing Resource Guide, DA Employment Agreement, and any written expectations provided by their supervisor.

In addition to operational responsibilities, DAs serve as student leaders who actively implement the KCE (Knowing, Connecting, Empowering) engagement model to build meaningful relationships with residents, foster community, and empower students to be successful at the University of Houston.

Community Engagement and Student Success

- Promote community engagement at the desk by initiating conversations, answering questions, and creating a welcoming environment that strengthens residents' sense of belonging.
- Implement engagement opportunities assigned by the department that aligns with the KCE model, such as implementing weekly events, creating bulletin boards, and retention initiatives that encourage student engagement and strengthen connections among residents.
- Document and reflect on engagement efforts by submitting monthly Cougar Connections entries in eRezLife, detailing specific interactions that demonstrate the principles of Knowing, Connecting, and Empowering.
- DAs remain attentive to the wellbeing of residents and serve as referral agents to campus resources.
- Support student retention initiatives by assisting with outreach efforts, including non-enrollment campaigns, follow-up communications, and providing resources to encourage continued engagement and enrollment.

Desk Operations

- Provide excellent customer service by greeting and assisting students, families, faculty, staff, and visitors with questions and concerns in a timely and courteous manner.
- Complete administrative tasks such as updating logs, documenting lockouts, and ensuring desk areas are organized and clean.
- Answer phone calls, Teams messages, respond to requests, and redirect questions to appropriate departments when necessary.



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- Assist with check in and check out of residents according to SHRL procedures, ensuring that proper documentation and protocols are followed.
- Manage key distribution and assist with lockouts, accurately recording all transactions.

Security and Safety

- Monitor access to the residence halls and enforce security measures, ensuring only authorized individuals enter the buildings.
- Provide the initial response to emergencies and crises within their hall. Each DA helps to maintain the safety and general well-being of residents.
- Report and follow up on facilities concerns in partnership with other hall staff.
- Communicate and enforce SHRL and UH policies and procedures to ensure safety and a positive environment in the residence halls.
- Promptly report suspicious activity and incidents to appropriate authorities. DAs must also accurately complete incident, Care, EOS, or building reports.

Time Commitments

- Must be available for assigned shifts, including weekdays, weekends, holidays, and overnight shifts as needed.
- Assist in getting the halls ready to open and close for breaks and at the end of the school year.
- Return to campus before the official opening of both the fall and spring semesters and remain after the official closing of both fall and spring semesters.
- Arrive two weeks before resident move-in for training. Training is scheduled Monday through Friday from 8 a.m. to 6 p.m. and includes evening responsibilities for prepping the hall. In the spring, DAs arrive a week before classes for training.
- Attend regular individual and staff meetings as scheduled by their supervisors and maintain open communication with the SHRL team.

Position Requirements

- Current undergraduate, graduate, and post-baccalaureate student at time of application.
 - Undergraduate students must stay enrolled in a minimum of 12 credits and a maximum of 18 credits
 - Graduate students must stay enrolled in a minimum of 6 credits and a maximum of 12 credits.
 - Post-baccalaureate students must stay enrolled in a minimum of 6 credits.
- Have a minimum of a 2.5 semester and cumulative GPA at the time of the application and appointment. Additionally, DAs must maintain a 2.5 semester GPA for continuous employment.
- Be in and sustain good standing with SHRL and the University of Houston (UH) academically, financially, and in conduct.
- Must be able to work assigned shifts, including overnight shifts and weekends as needed.

Compensation

- Desk Assistants are compensated at an hourly rate of \$11.50 for up to 20 hours when class is in session and up to 40 hours when classes are not in session.