

## **Job Description**

Carroll University  
**Residence Life and Housing – Front Desk Worker**  
100 N. East Avenue  
Waukesha, WI 53186

### **Purpose of Job:**

- The Front Desk Worker welcomes residents as they enter their residence hall, distributes mail and packages in a timely fashion, and serves as a point of contact for resident questions and concerns. The Front Desk Worker is also responsible for answering the phone, taking messages, checking out equipment, in addition to any other tasks assigned. The Front Desk Worker is integral in maintaining residence hall services, and supporting the safety and security of Carroll University housing facilities.

### **Duties & Responsibilities:**

- Greeting residents as they enter the building
- Answering residents' questions
- Checking out equipment
- Distributing packages and mail
- Answering desk phone
- Taking messages
- Passing messages on to other desk assistants and/or Community Coordinator
- Reporting urgent issues to Student Affairs and/or Public Safety
- Completing any other tasks as assigned by the Community Coordinator or the Area Director

### **Job Qualifications:**

- Must be a full-time student
- Ability to maintain confidential information
- Reliability, responsibility, maturity, and willingness to help students
- Ability to function as an effective team member
- Ability to communicate effectively, both in writing and orally
- Ability to work under pressure
- Ability to perform limited manual labor such as lifting boxes, moving furniture, and other functions as deemed necessary

### **Supervisor:**

- **Steven Weaver**  
**262.524.7352**