



Desk Assistant

Application Information

2022-2023 Academic Year



Dear Prospective Desk Assistant Candidate,

Thank you for your interest in applying for a Desk Assistant (DA) position. The Department of Housing and Residence Life (HRL) at the University of Memphis is excited to share with you information about the dynamic role that the DA position plays in our on-campus residence halls and apartment communities, as well as the leadership skills and personal growth opportunities that the position brings.

In this packet of information, you will find the HRL mission statement, the DA job description, and information about the DA application.

For your convenience, here are important dates to remember for the Desk Assistant application process:

- The week of May 23, 2022– **Session 1 Interviews for Fall 2022 Desk Assistant Positions will be held**
- The week of July 18, 2022 – **Session 2 Interviews for Fall 2022 Desk Assistant Positions will be held**
- Early August 2022 – **Desk Assistant Training**

Please note two sessions have been scheduled to accommodate the increased number of Desk Assistant applicants.

If you have any questions about the application or interview process, please feel free to contact the Housing and Residence Life office at 901-678-2295 or reach out to me directly via email at astharpe@memphis.edu.

We look forward to meeting you soon!

Adrian Tharpe
Assistant Director
Housing and Residence Life

Department of Housing and Residence Life Mission Statement

We provide a customer-friendly on-campus residential community focusing on academic success, campus engagement, and personal growth in a safe, quality environment for students, campus, and community partners.

Desk Assistant (DA) Job Description

Desk Assistants are an essential link in the security and communication channels of a hall or complex. They provide assistance for incoming calls, residents and guests. It is important for the desk assistant to know the on-duty hall staff and their locations during the shift

General Desk Assistant Responsibilities

DA responsibilities include but are not limited to:

- Representing the Department of Housing and Residence Life in a professional manner
- Answering and directing phone calls to appropriate staff members
- Providing direction and information to residents and guests
- Reporting building maintenance issues via StarRez
- Reporting emergency situations to the appropriate HRL staff
- Maintaining a clean and professional workspace
- Conducting resident lockouts in accordance with departmental standards
- Completing tasks as assigned by direct supervisor and on-duty staff

Minimum Job Qualifications

- Maintain a 2.25 cumulative GPA
- Maintain at least part-time status as a student each semester of employment
- Remain in good conduct standing both with Housing and Residence Life and with the Office of Student Accountability
- Fulfill all DA position responsibilities as stated in the DA contract

Candidates must complete a background check form upon accepting an employment offer.

Benefits

Non-Financial Benefits:

- Leadership development
- Opportunities for team work as well as independent work
- Improved communication skills
- Experience working with a diverse group of individuals
- Transferrable career skill

Financial Benefits:

- \$10.00 per hour with opportunity to work up to 20 hours a week