

Student Housing Resident Desk Assistant

The front desk serves as a primary source of information and service for residents. A resident desk assistant is a trained student leader, selected (by the Financial Aid Committee) for one semester, renewed for a satisfactory performance for a maximum of three consecutive semesters. The student desk assistant is charged to help the front desk staff member in all the required duties. He will be provided all support and assistance in the performance of his responsibilities. The rate is 10.000 LL/ working hour deducted from his/her academic tuition fees.

Resident Desk Assistant Profile

- Possess an active interest and positive attitude with the residents at Student Housing.
- Have time to perform assigned duties.
- Must have completed **two or more** semesters at NDU Student Housing.
- Minimum cumulative Grade Point Average of 2.30 and maintain this level or better.
- Demonstrate leadership experience and skills.
- Any current or pending disciplinary probation, the status of RDA will be lost.
- Any outside employment during the week or on weekends must be pre-approved.

Resident Desk Assistant Responsibilities:

- Welcome students and visitors or guests who come to the front desk for service in a positive attitude.
- Enforce Student Housing rules and regulations.
- Verify Residents Identification.
- Answer the front desk phone, take accurate and full messages, and transfer phone calls.
- Accurately take notes of any detailed maintenance issue.
- Alert staff member of any emergency.
- Follow a preset schedule.
- Call the supervisor in case of sickness or any other personal emergency. Failure to call will lead to direct cancelation.
- Arrange make up hours in case of any absences.

- Maintain a proper and suitable office environment.
- Be neat and tidy in appearance at all time.
- Complete any assigned task related to your responsibilities.
- Be friendly to residents, staff and guests.
- Must work confidentially.

The **Student Housing Management** has the right to add or modify any of the above.

You have to read carefully and sign this paper. Signing this paper means that you already approved and you are going to abide by the above responsibilities. In case of any violation and after getting any oral or written warning, the Resident Desk Assistant could loose his/her status.

Student name: _____ **ID#:** _____

Semester: _____

Date and Signature: _____