



UNIVERSITY
OF
LOUISIANA
L a f a y e t t e

Staff Vacancy

Position:

Student Front Desk Agent

Summary:

A Student Front Desk Agent is an employee of the University of Louisiana at Lafayette, Office of University Housing. Student Front Desk Agents are responsible for all aspects of their assignment to facilitate a welcoming, caring, healthy and safe environment, promoting community, rooted in the world renowned hospitality of Lafayette, Louisiana. As a main point of contact to guests, visitors, and persons both within and outside of the University community, this staff member must demonstrate professionalism and the highest level of guest services at all times, while also responding quickly and effectively in emergency and non-emergency situations and contacting the necessary support resources if further assistance is needed and/or required.

Student Front Desk Agents dually report to Building Managers and the Front Desk Supervisor/Housing Administrative Coordinator.

General Expectations and Duties:

- Uphold and adhere to all University student/staff policies.
- Serve as a positive role model for all students including, but not limited to, modeling appropriate and mature behavior both on and off campus.
- Fulfill all duties and responsibilities developed by the Building Manager or Front Desk Supervisor.
- Be able to appropriately respond to emergency and non-emergency situations and contact the necessary support resources if further assistance is needed and/or required.
- Participate in Desk Agent Training as required by the housing administration.
- Work shifts that include, but are not limited to: Days, evenings, nights, weekends, holidays, etc. Student Front Desk Agents also must be available to return prior to the opening of the residence halls each semester, work through the closing of halls, and preferably be available to work over breaks, including summer and winter.
- Be available to cover Student Front Desk Agent shifts when needed.
- While on duty, Student Front Desk Agents must be alert at all times and report any suspicious activity immediately to the appropriate staff member, or University Police.
 - Thus, personal laptops, cellphones, headphones, books, tablets, or any other device/object that may cause desk distractions are discouraged.
 - Student Front Desk Agents may not have personal guests at their desk.
 - Student Front Desk Agents may be allowed to do homework only at times when there is limited activity in the Residence Halls.

- The desktop computer may only have StarRez, Housing Desk Agent Moodle course, Housing website or other preapproved programs open.

Dress/Appearance Expectations:

Student Front Desk Agents will be issued 4 UL Housing polo shirts. All must be returned upon graduating, resigning, and etc. All Student Front Desk Agents and Undergraduate Interns are required to wear the UL Housing polo shirts, pants/slacks/jeans (no holes, tears, no cut-offs, etc.). Shorts may be worn that follow public school uniform guidelines (i.e. Khaki's and or of a slack material). Shoes may be Sneakers (clean and free of holes and tears) or other casual shoe that is closed toe.

Fridays are considered "Casual", but the definition of this is as follows: Jeans and any UL T-shirt (free of holes and tears) or a red Polo.

Appearance:

All Student Front Desk Agents are to be mindful of their appearance as it relates to their duties within their role. The following guidelines should be observed by all members of the Office of University Housing.

Personal expression of body is an important right of all human beings, however in regards to jewelry, piercings and tattoos, while on duty for the Office of University Housing, Student Front Desk Agents are to maintain an appearance that would be acceptable in a business casual atmosphere. Jewelry is to be of business casual attire taste, and should not be excessive. Jewelry cannot be of obscene gestures nor profanities. Tattoos that are visible, must not be of profanities or obscene imagery. If a Student Front Desk Agent has a tattoo that is deemed inappropriate to this policy, he/she may be asked to cover up the tattoo during his/her shift.

Guest Services:

- Maintain a positive attitude that is welcoming to guests and supportive of the university and the department.
- Maintain a level of professionalism in communication with guests, staff, and visitors.
- Assist guests and provide information, making referrals for concerns and inquiries to appropriate staff.
- Promote a sense of security within the residence halls through the reporting of any suspicious or threatening activity to appropriate staff.
- Check IDs of the guests entering the building and appropriately facilitate check-ins/check-outs for guests and visitors of guests.
- Coordinate with housekeeping supervisors, maintenance staff, and building managers to insure proper guest satisfaction.
- Properly report maintenance requests from guests using the property management system and ensuring the guests' requests are completed within the time standards.
- Support resident assistants and other hall staff in promoting social and educational Programming.

Administrative Responsibilities:

- Answer the telephone and respond to inquiries into services provided by Housing or other related services for the Guest Experience, receive and disseminate fliers and other information, and observe general activity within the halls.
- Arrive a minimum of five minutes ahead of the scheduled shift time. Upon shift start, desk agent should be clocked in and at the desk.
- Student Front Desk Agents are NOT to leave the desk until the end of the scheduled shift. IF the next scheduled agent has not arrived, the desk may NOT be unmanned. Student Front Desk Agent is to remain at the desk and should notify the Building Manager.
- Once a Student Front Desk Agent is scheduled, they are responsible for that shift. The Student Front Desk Agent must have Building Manager approval two weeks in advance of a shift for a shift to be officially transferred to another agent.
- Maintain an orderly desk and monitor desk supplies and equipment.
- Provide clerical support for the building manager by maintaining files, creating documents, assisting with data entry, making outbound phone calls, etc.
- Receive and report requests for repairs and maintenance issues.

Qualifications

- Currently enrolled at the University as an undergraduate student.
- Prior Guest Service Experience highly preferred.
- Have knowledge of office procedures including filing, typing, and phone skills.
- Possess and have the ability to demonstrate the following qualities: professionalism, effective leadership skills, personal maturity, dependability, motivation, initiative, integrity, responsibility, discretion, strong interpersonal communication skills.
- Must be able to follow a set schedule throughout the semester and be available to work weekends, nights, and holidays.

IMPORTANT: Other duties as assigned by either the Building Manager, Administrative Coordinator or the Housing Administration.

A Student Front Desk Agent violation of University and departmental policies will be dealt with on an individual basis, and by the direct supervisor. Violations may have ramifications ranging from a verbal warning up to and including termination of employment.

Starting Date: On-Going

Applications: Please apply utilizing the online application through the Housing Website, under employment opportunities.