

Position Title: **Lobby Desk Assistant**
Reports to: TBD
Supervises: N/A

Position Overview:

A Lobby Desk Assistant (LDA) is a student staff member of Housing & Residence Life (OHRL) within the Division of Student Affairs. LDAs are the first employee an individual sees when they enter the residence hall building. They are representatives of OHRL and of Rutgers University. The LDA will be responsible for handling an array functions that help to provide security for the residence hall such as checking IDs, screening visitors for building entry, assisting students that are locked out of their room, etc. The position demands that the employee is very responsible, has above average communication skills, can follow instructions and procedures precisely, and can completely separate personal relationships from work environment interactions.

Qualifications:

- Registered Rutgers-Camden full-time student during fall and spring semesters
- Must maintain at least a 2.5 term and cumulative GPA
- Pass a criminal history verification
- Maturity level and professionalism necessary to represent the department and University as a front line staff member, and interact significantly with security and police personnel
- Ability to use and manipulate computers, telephones, control boards, and computer software programs with training
- Prior office, front desk, or security experience preferred
- Ability to sit at a lobby desk where temperature control may be difficult during significantly cold or hot days
- Ability to work between the hours of 8:00AM and 5:00PM Monday thru Friday
- Ability to work in a fast paced work environment where accuracy and precision are required.

LDA Responsibilities:

- Maintain and uphold the stipulations of the OHRL Staff Agreement

- Attend all meetings and training as scheduled
- Wear an OHRL provided uniform at all times when working at the desk.
- The LDA is required to:
 - Check all student ID cards for housing access, and ensure all visitors are escorted into the building properly. Report all student noncompliance to supervisor.
 - Maintain appropriate use of the guest and asset management system
 - Monitor control and fire panel alarm alerts and notify police dispatch upon sounding
 - Observe security monitors and report suspicious or dangerous activity to police dispatch
- Be aware of and enforce applicable University and OHRL policies. The LDA is required to report policy violations as instructed by supervisors.
- Maintain confidentiality at all times.
- Be on time for all shifts. Staff member must be in place and ready to work at the schedule start time of shift.
- Work all scheduled hours. If this is not possible, you are required to find coverage for your shift at least 48 hours prior to the start of your shift, and inform your supervisor of the change.
- Clock in at the beginning of each shift for the hours that you are working, clock out at the end of every shift, and inform your supervisor of any time clock discrepancies.
- Be aware of emergency telephone numbers and procedures.
- Aid RUPD, OHRL, and other University entities in their duties as requested within the scope of the LDA job description.
- Aid residents and guests in any way that is necessary under the OHRL guidelines.
- Direct both residents and guests to the appropriate resources when they have questions or concerns.
- Sign out/in all equipment as trained.
- Answer the phone in a courteous manner and relay phone messages to staff/students as they are received.
- Report any problems with the computer systems, control board, cameras, monitors, or doors immediately to your supervisor or RUPD as instructed, and follow applicable downtime procedures.
- Complete other related duties as assigned by your supervisor.

Remuneration:

Hourly rate beginning at \$9.00/hr. (Federal Work Study is accepted)