

FALL 2010 ATRIUM DESK Atrium Desk Assistant Position Description

Supervision:

The Atrium Desk Assistant is under the direct supervision of the Coordinator of Housing Operations.

Qualifications:

- ~ Strong Communication Skills
- ~ Clerical Experience Preferred
- ~ Customer Service Experience Preferred
- ~ Basic Computer Skills
- ~ Organizational Skills
- ~ **Flexible availability to work any shift during the Atrium Desk 24 Hour Operating Hours**

Expectations:

- To greet and provide customer service to all residents and visitors to University Courtyard and the campus.
- To ensure that a positive and quality environment exists.
- To be both efficient and consistent.
- To understand the importance of confidentiality.
- To be a team player.
- To be flexible.
- To handle and maintain the desk duties on a day-to-day basis.

Responsibilities:

- To attend all mandatory weekly staff meetings and training sessions. Class schedules **cannot** conflict with staff meetings. (Date & Time TBD)
- To understand and implement all Atrium Desk policies & procedures as listed in the Atrium Desk Manual.
- To be on time to both your scheduled shift and to staff meetings.
- To clock in and log in your time worked.
- To be able to follow and implement emergency & safety procedures.
- To understand and implement University Courtyard policies and procedures.
- To be able to control and monitor the traffic both at the desk and behind the desk.
- To have read and understand both the IIPP Binder and MSDS Binder.
- To ensure a safe and clean desk area.
- To assist and direct customers accordingly.
- To stay up to date with issues and events University Courtyard is advertising.
- To answer phones, direct and transfer calls, and take verbal and written messages.
- To maintain and schedule senior staff appointments using Zimbra.
- To be able to sort and distribute daily mail.
- To log out express packages to residents.
- To check out recreation equipment to residents.
- To understand and maintain our SafLok key system when issuing a new room key, or checking out a maintenance key to a vendor.
- To manage and file daily lockouts and lost keys.
- To maintain and log all facility requests.
- To be able to maintain our general log binder.
- To understand our filing system and be able to file documents.
- To read, understand, review, and be able to answer questions about the 2010-2011 and 2011-2012 application brochure and website application.

To assume additional responsibilities as identified by the Coordinator of Housing Operations.

Print or type information:

Name: _____ ID# _____

Local/On Campus Address: _____
Street Address Apt/Suite_____
City State Zip CodePermanent Address: _____
Street Address Apt/Suite_____
City State Zip Code

Phone: () _____ Cell: () _____

E-mail Address: _____

1. Have you ever been employed at University Courtyard? _____

If yes, list the position(s) held and date(s) of employment:

2. List other previous employers (at least two years), including any volunteer hours, and briefly describe the type of work performed:

3. Briefly describe any customer service experience you have provided in a volunteer or paid position.

4. Briefly describe any business telephone experience you have had in a volunteer or paid position.

5. If you are selected for this position are you able to present living on campus in a positive manner to the prospective residents, current residents, and customers?

YES _____

NO _____

6. What qualities or skills do you have that make you the best candidate for this position?

SCHEDULING

Desk hours are 24 hours during the Academic Year.

Please indicate the times you are **AVAILABLE** to work each day. All employees are required to work *at least one weekend shift*.

	3AM - 7AM	7AM - 11AM	11AM - 3PM	3PM - 7PM	7PM - 11PM	11PM - 3AM
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						

On a separate sheet of paper, please provide your FALL 2010 class schedule. Please indicate if you do not yet have a FALL 2010 class schedule.

List the names of the two professional/business-related references and one personal reference that could provide a telephone reference for you. *The recommendations received will be held confidential and will not be available for the applicant or third parties to review.*

1) Name: _____ Relationship: _____

Occupation and Title: _____ Phone: () _____

2) Name: _____ Relationship: _____

Occupation and Title: _____ Phone: () _____

3) Name: _____ Relationship: _____

Occupation and Title: _____ Phone: () _____

I certify that the information provided in this application is true and correct to the best of my knowledge.

Applicant Signature _____ **Date** _____

**Return the completed application to the Atrium Customer Service Desk, or mail to:
University Courtyard 5152 N. Barton Avenue MS RH 82 Fresno, CA 93740-8013**

Applications are due by FRIDAY, JULY 2ND at 12 NOON.