



The information desk is the gateway to each residence hall. Information desk staff are the gatekeepers at each desk, greeting residents and visitors, creating a welcoming atmosphere, providing information and equipment, distributing U.S. mail, and overseeing the security of the residents through identification and logging of visitations.

Desk staff are often asked to assist with administrative duties in the residence halls, such as filling in or filing maintenance requests, assisting with check-ins and check-outs, or directing students who may be meeting with the resident director to the appropriate office. As such, students serving in these roles are expected to maintain confidentiality.

A job at the info desk often is an entrée into other positions within the department – resident assistant, academic resource mentor, or student administrative assistant. It is hoped that you will find that you want to stay involved in housing operations and residence life activities because you are so invested in the program. Desk staff are expected to lead by example, and promote good community through their actions and interpersonal interactions with those who come into the hall – residents, guests, parents, faculty, or other university staff. A knowledge of the rules of the university is required.

Staff at the information desk generally serve for a year at a time. Hours of desk operation are currently 10 am – 12 am weekdays, and 10 am – 2 am weekends. Each desk staff member is expected to serve hours during the week, and weekend hours are generally set in a rotation so that no staff member is required to be here every weekend.