HOUSING GRADUATE ASSISTANT
(FRONT DESK MANAGER)

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Assist with all aspects of the room selection process with StarRez program
- Assist with all aspects of occupancy and future occupancy needs
- Assist with the room change process
- Assist with building openings and closings
- Provide trainings, information sessions, and materials for processes and procedures
- Serve as a liaison to Facilities Services to ensure the physical spaces and condition of the residence halls are up to par
- Track and maintain all residential facility keys and coordinate changes and updates with the Locksmith, including coordinating and entering the end of the year key billing and lock changes
- Coordinate individual hall damage and vandalism billing for students
- Coordinate logistical aspects of the accommodation housing process with disability services
- Participate in major events including opening/closing of residence halls and student orientation,
- Serve in the on-call rotation responding to emergency situations and student needs/concerns for 2-3 weeks each semester, including evenings and weekends
- Perform additional duties as assigned; duties, responsibilities, and activities may change at any time with or without notice
- Managing front desk operations including answering the phone, organizing mailing packages, and responding to departmental emails

QUALIFICATIONS:

- Bachelor’s degree or the equivalent in education and experience; Minimum of two years progressively responsible experience in customer service, residence life, housing operations, or a related field in a higher education setting preferred
- Past experience and familiarity with StarRez strongly preferred
- Excellent organization, project management, and written and oral communication skills
- High degree of motivation and strong work ethic
- Proven ability to work independently and as a member of a team, establish priorities, and work collaboratively as a member of a diverse community
- Talent to meet multiple simultaneous deadlines and to work in a fast-paced environment
- Must be flexible, have great attention to detail, show initiative, and have a results-driven philosophy with the ability to problem-solve
- Possess skills to form and maintain positive relationships with a broad range of individuals and a commitment to treating all members of the community with respect
- Highly developed computer skills including extensive experience using Microsoft Office Suite, email and web applications, as well as an interest in and ability to learn new programs; experience with housing software programs and Photoshop preferred

CONTACT INFORMATION:
If you are interested please email a Resume and Cover Letter to Dr. Nechele McClinton at nrmcclinton@ualr.edu