

Position Description – Summer Programs Desk Supervisor

The Desk Supervisor is responsible for assisting with all functions of the Clemson University residence halls and apartments front desks by providing customer service to the conferences, camps, and Summer School residents that are housed in the buildings from May-August. This person staffs the front desks of the assigned buildings and is supervised by designated Conference Aides.

Responsibilities

- Perform accurate check-in and check-out functions for groups and assist Conference Aide(s) with additional duties that may arise both at the front desk and at other locations.
- Assist Conference Aide(s) in preparing key/meal card packets for assigned groups.
- Assist Conference Aide(s) with linen distribution, bed making, and building walk-throughs.
- Provide excellent customer service in-person and by answering the desk phone.
- Attend weekly staff meetings and all training sessions.
- Communicate regularly with Conference Aides, Summer Coordinators, and other staff.
- Communicate and provide assistance for any building or group issues that may arise in a timely manner and document all issues in building log.
- Become proficient with University housing software such as StarRez and Kronos that are necessary to perform all job duties.
- Become proficient in key boxes and key box audits.
- Work with Conference Aide(s) to design and post appropriate signage and bulletin boards.
- Multi-task and prioritize functions to meet deadlines. Assess situations and determine the action needed.
- Work in a team environment.
- Assist with 2016 Fall Early Arrival check-ins and Building Inspections.
- Assist with other duties, as needed.
- Attend mandatory training May 2-6, 2016 and begin work as early as May 7 or later depending upon staff assignments. Staff assignments are provided during the Job Offer process.
- Be available to work from designated start date through August 12, 2016.

Requirements

- May be enrolled in Summer School classes as long as it does not conflict with job duties and shifts. May not be employed by another University department.
- Ability to work 6-hour shifts that include these hours: 6am-12pm, 12pm-6pm, & 6pm-12am.
- Ability to work weekends and work up to 28 hours per week or more, as needed.
- Enrolled as a Clemson University student in spring 2016 semester.
- Maintain a cumulative GPA of 2.25 at time of submission of application.
- Lived in University Housing for a minimum of one semester.
- Ability to maintain a friendly and welcoming demeanor at all times.
- Ability to learn and use all computer systems.
- Excellent communication skills and strong organizational skills.

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Pay and Benefits

- \$8.00 per hour
- On-Campus Housing, if needed