



Residence Life

JOB DESCRIPTION

I. **TITLE:** Residence Life Desk Assistant

II. **FUNCTION:** A Desk Assistant (DA) is a part-time student employee who completes the administrative functions of a Residence Hall or Apartment community or the Campus Living Office front desk. Desk Assistants serve as front line staff members while promoting an inclusive, safe, and academically conducive environment for students who live on campus at Colorado School of Mines.

III. **QUALIFICATIONS:** This position is open to all Mines students who:

1. will be registered at Mines as a full-time student for the 2025-2026 academic year,
2. have a working knowledge of Mines, its policies, regulations, and procedures,
3. have the ability to relate well to a wide variety of individuals and groups,
4. manage time effectively and faithfully execute responsibilities,
5. demonstrate high levels of self-awareness and sensitivity to others,
6. respond reasonably and calmly to emergency/stressful situations,
7. have knowledge of general office organization and Microsoft programs.

IV. RESPONSIBILITIES:

Desk Functions

1. Operates residential community front desk during the academic year.
2. Serve in **A MINIMUM OF 2** regular shifts during the following times: Fall Break, Winter Break, Thanksgiving Break, President's Day Break, and Spring Break.
3. Available to work during Community Openings/Closings each semester as designated by your supervisor(s) and check residents in and out on the Housing Portal.
4. Sort mail and packages when delivered to the community according to federal mail standards and notify residents through appropriate communications.
5. Check-out available community equipment to students, and ensure equipment is returned in functioning condition.
6. Act as a liaison between students, guests, and other campus personnel.
7. Upkeep cleanliness of desk area, mail area, and back office/storage areas during each shift.
8. Perform shift tasks and any projects assigned by Residence Life Coordinator, Desk Director, or any Campus Living Office team member.
9. Perform and follow through with any other appropriate task and/or duty asked of you by any Residence Life professional staff member.
10. Incorporate best practices in customer service.
11. Assist residents with lockouts, work orders, and general questions and concerns.
12. Answer Residence Life phone lines, check voice messages, and deliver messages promptly.

13. Maintain an upbeat demeanor while working at the desk and engaging with staff, students, and guests.
14. Respond reasonably and calmly to emergencies or stressful situations.
15. Know when and how to refer residents to appropriate campus resources.
16. Confront and refer violations of Mines Student Code of Conduct and the Residence Life Handbook when encountered, and report to Residence Life Coordinator.
17. Dress Code: Desk Staff must wear a Mines Residence Life T-Shirt (or CSM attire) and appropriate bottoms for each shift. You will be provided with two T-shirts.
18. Check in with your Desk Director/Supervisor on a monthly basis at least. These meetings will take place during your scheduled desk shift.
19. Participate in performance evaluations twice per academic year.
20. Attend monthly staff meetings.
21. Participate in mandatory Desk Assistant training sessions in the fall and winter.
 - a. Dates are subject to change, but the expected dates are:
 - i. Fall: August 24, 2025, Winter: January 11, 2026
22. Have a working knowledge of Mines, its policies, regulations, and procedures.
23. Participate in online training sessions dealing with Mines policies and procedures.

V. CONDITIONS OF EMPLOYMENT:

1. Be enrolled full-time as a Colorado School of Mines student.
2. Report regularly to your supervisors, the Desk Director, Residence Life Coordinator, and/or the Administrative Coordinator of the Campus Living Office.
3. Participate in a systematic evaluation of job performance during the Fall and Spring semester.
4. Are in good academic standing with a cumulative grade point average of 2.0 or greater (3.0 for graduate students) as well as in good standing with Colorado School of Mines.
5. Maintain a semester grade point average of 2.0 or greater (3.0 for graduate students).

VI. TERM OF EMPLOYMENT: 2025-2026 ACADEMIC YEAR plus break times, and community opening and closing.

VII. REMUNERATION: *Desk Assistants receive remuneration in the form of an hourly wage. This wage is currently \$14.81 per hour (Colorado state minimum wage).

*PLEASE NOTE: THIS POSITION MAY AFFECT THE AMOUNT OF FINANCIAL AID YOU RECEIVE.

Consult the Financial Aid Office to determine the impact on your financial aid.