

**STANFORD UNIVERSITY JOB DESCRIPTION**  
**Residential & Dining Enterprises (R&DE)**  
**Student Housing**

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<b>JOB TITLE</b>	<b><u>Housing Front Desk Assistant</u></b>
Classification	Student Employee
Pay Range	\$13.25/hour; rate for returning students may be higher
Department	R&DE Student Housing
Reports To	Front Desk Supervisor
Developed on	8/24/15

***Summary of Position***

As a Housing Front Desk Assistant you are responsible for general office duties in your assigned Housing Front Desk including assisting students with lockouts, auditing and packing keys, assisting with check-ins and check-outs and generally providing excellent customer service. There may be other duties as assigned.

***Essential Job Functions:***

**Customer Service**

- Provide general office coverage during lunches, vacations and meeting periods.
- Assist students in meeting all of their needs including checking them in and out of housing, distributing dollies and lofting tools, auditing, packing and issuing keys.
- Assist with special projects (flyering for Winter Closure, preparing welcome materials and other tasks).
- Represent Stanford in a professional manner at all times.
- Other duties as assigned.

**Administrative**

- Perform general office duties including answering phones, taking messages, assisting with lockouts, sorting and forwarding mail, preparing for check ins and checkouts, providing campus directions to clients, and other tasks as assigned.
- Create fix-it and rekey requests as needed.
- Assemble welcome materials for Frosh check in and quarterly check-ins.
- Audit and pack keys as requested by the Front Desk Coordinator.
- Assist in posting signage during key periods.
- Assist with space reservations (Elliott Program Center, Wilbur Field, etc)

**Security**

- Maintain building security and report any violations of to the Front Desk Supervisor. Follow up on any issue that you report.
- Assist in emergency situations such as earthquake, fire, and medical emergencies.
- Other duties as assigned.

***Time Commitment***

There is no set time commitment; you will work with your supervisor to schedule coverage as needed and as your schedule allows.

***Qualifications***

- Current undergraduate/graduate student at Stanford University.
- Customer service experience preferred. Must be flexible and willing to accommodate customers' changing needs in a mature and tactful manner.
- Ability to work effectively under pressure.
- Accuracy and attention to detail.
- General knowledge of Stanford University.

***Compensation***

\$13.25 per hour; for returning workers the pay rate may be higher.

***For more information:***

Please contact your Housing Front Desk Supervisor.