Community Office Manager/ Formerly Desk Manager (COM)

Function

Community Office Manager (COM) in each building assists the Desk Supervisor in the overall operation and management and leadership of the Residence Hall Front Desk.

Time Commitment

The Community Office Manager (COM) is required to work 20 hours per week, 10 of which are dedicated to working at the Front Desk and 10 hours dedicated to working with the Desk Supervisor to perform the following responsibilities.

Responsibilities & Duties

- Complete five hours per pay period of apprentice training with the current desk manager the semester prior to Manager employment.
- Assist with and prepare the desk for the opening and closing of the residence hall in August, December, January and May.
- Participate and assist in the development of selection and training of approximately 15-25 Community Assistants.
- Schedule work shifts for Front Desk in conjunction with the Desk Supervisor.
- Ensure desk coverage when school is in session and during missed shifts.
- Oversee completion of procedures for resident check-in and checkout, mail, mailbox updates, equipment inventories and checkout.
- Oversee package check-in and check-out including responding to lost packages
- Supervise a weekly key inventory of all lockout and special keys.
- Compile timesheet verification information.
- Meet with Desk Supervisor on a weekly basis.
- Participate and assist with on-going feedback and regular evaluation of the Community Assistants minimally once a year.
- Become familiar with emergency procedures as they pertain to the role of the desk as a center for emergency communications.
- Keep desk supplied with forms and equipment (review on a weekly basis).
- Oversee the maintenance of the condition of all equipment and recreational supplies (review on a weekly basis).
- Participate in all training related to the Front Desk.
- Enforce and uphold all University and Residence Life policies, including the completion of incidents reports when needed.
- Become familiar with the different offices and services available to students at the University in order to make appropriate referrals.
- Schedule monthly meetings with all Community Assistants.
- Participate in monthly meetings with all Community Office Managers.
- Conduct regular maintenance and organization of the RIFs and RARs
- Conduct a monthly inventory of key cards.
- Conduct a regular update of rosters.
- Review and respond the Front Talk Log in a timely manner.
- Regularly review, address, and update desk site.
- Respond to all desk related phone calls and emails within 24 hours.
- Other duties as assigned.