GRACE KING HALL DESK ASSISTANT
A Grace King Hall (GKH) desk assistant is a student employed by the Department of Residential Life to serve as the front-line guest service agent for Res Life. GKH desk assistants are responsible for receiving calls to the main Res Life office, communicating information to guests, and connecting guests to appropriate professional staff as necessary, including some weekend and holiday hours. Desk shifts may occur between 7:45 a.m. - 4:30 p.m.

Desk assistants must be friendly, professional, knowledgeable, and guest service oriented. Additional hours may be available for desk assistants who are interested in being cross trained as a housing tour guide to assist with special event tours. All necessary training will be provided. Spring 2022 special event dates include the following:

- Saturday, January 22 - 10:30 a.m. - 4 p.m. - Kickoff LSU
- Friday, January 28 - 10:30 a.m. - 4 p.m. - Eye of the Tiger
- Friday, February 11 - 10:30 a.m. - 4 p.m. - Eye of the Tiger
- Friday, February 18 - 10:30 a.m. - 4 p.m. - Eye of the Tiger
- Monday, February 21 - 10:30 a.m. - 4 p.m. - Destination LSU
- Saturday, March 12 - 10:30 a.m. - 4 p.m. - Destination LSU
- Saturday, March 26 - 10:30 a.m. - 4 p.m. - Destination LSU
- Saturday, April 9 - 10:30 a.m. - 4 p.m. - Destination LSU
- Saturday, April 23 - 10:30 a.m. - 4 p.m. - Destination LSU

Spring 2022 hires will be expected to work at least one of the following spring semester breaks: Mardi Gras (February 28 & March 2), Spring Break “A” (March 14-16), and Spring Break “B” (March 17-19).

QUALIFICATIONS:
- Be in good academic, financial, and judicial standing with the University.
- Have a minimum GPA of 2.0
- Enrollment for fall 2022 as a full-time student
- Currently or have previously lived in on-campus housing for at least one semester

CONDITIONS OF EMPLOYMENT
- The term of appointment is for the academic year. Employment is scheduled August 23, 2021 to May 20, 2022 and includes holiday breaks when the university is open.
- Desk assistants must be committed to the entire contracted period, unless stated at the time of hire.
- Desk assistants must be available to work for an entire shift.

COMPENSATION:
- The position is hourly starting at $8.
- Students may work up to 20 hours/week while classes are in session and 40 hours/week during break periods.

RESPONSIBILITIES & EXPECTATIONS:
- Provide and maintain a high level of guest service and professionalism in action and appearance when interacting with visitors and employees, i.e., be an ambassador for LSU/Residential Life.
- Be knowledgeable of Residential Life staff departmental job function(s).
- Be knowledgeable of Residential Life frequently asked questions.
- Be knowledgeable of Residential Life important dates for general activities and special events.
- Must be able to problem-solve and make quick decisions.
- Become familiar and utilize Microsoft Teams, Freshdesk, Slate, and StarRez during shifts to best assist guests and answer questions. All training will be provided.
- Perform various administrative tasks as directed by supervisors.
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- Professionalism with punctuality and communication of absences.
- Represent the department by wearing staff shirt and name tag during shift.

Applications for the 2021-22 GKH Desk Assistant position are due by Sunday, November 21, 2021 at 11:59 p.m.

- Resume required
- Spring 2022 class schedule required