



DATE ISSUED: 09/05
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Residence Hall Desk Clerk

JOB SUMMARY

Performs general clerical duties and collection of monies in the operation of the front desk of a residence hall or the Housing office. Duties include assisting students and visitors in person or over the phone, receipting and inputting payment transactions and application information, and providing general clerical duties. Work is performed under general supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Area Coordinator or Administrative Assistant

Supervises: No supervisory responsibilities

PRIMARY DUTIES - *May include, but not limited to the following:*

Answers, transfers, and/or records messages from incoming phone calls.
Assists students with Housing questions or concerns, maintenance requests, and package pickup.
Schedules appointments and assists students, faculty, staff, and the general public with department policies and procedures through telephone, written form, or in person.
Notifies appropriate supervisors in the event of incident or emergency.
Receives and secures housing payments, maintaining accurate records of each transaction.
Inputs application information into the Housing Management System.
Receipts and processes deposits and other payments.
Performs data entry using the Housing and University systems.
Processes facility and guest housing reservations and related paperwork.

ADDITIONAL DUTIES

Maintains cross-training for office coverage during employee absences.
Performs other duties as requested.

EDUCATION

High school diploma or equivalent required

EXPERIENCE

One year of full-time clerical experience, preferably in a customer service environment. Any combination of education and experience that would likely provide the required knowledge is qualifying.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Working knowledge of office practices and methods.

Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

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WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.