

POSITION DESCRIPTION

2024.09.24

POSITION TITLE: Desk/Area Monitor – McKendree West Clubhouse

CLASSIFICATION: Work Study

DEPARTMENT: Residence Life

REPORTS TO: Area Coordinator and Resident Director

POSITION SUMMARY:

The Desk/Area Monitor works closely with Residence Life staff to foster a safe and welcoming environment in the common spaces and lounges of the residential areas. This position requires excellent customer service skills, ensuring safety within the designated area, assisting residents with inquiries, reporting concerns to Residence Life staff, and resetting the common spaces to their original arrangements.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Provide exceptional customer service to residents and visitors.
- Monitor and maintain the safety and cleanliness of common areas and lounges.
- Respond to resident inquiries and report issues or concerns to Residence Life staff.
- Enforce proper etiquette regarding the use of university-owned items and furniture.
- Assist with the general setup, cleaning, and maintenance of the facility.
- Report any broken or unusable equipment.
- Escort guests, spectators, and/or visiting teams/groups as needed.
- Ensure the common area is restored to its original setting after use.
- Anticipate and respond to potential risks or injuries and follow appropriate procedures if necessary.

REQUIRED QUALIFICATIONS:

- Must be a full-time, traditional undergraduate student enrolled at McKendree University.
- Must be in good standing with the University both academically and judicially.
- Must have a minimum of 5 hours of Federal Work Study allotted per week.
- Proof of Federal Work Study eligibility is required.
- Must be able to work some weekend and evening shifts.
- Strong interpersonal communication and customer service skills.
- Effective verbal and written communication skills.
- Ability to work independently with attention to detail and organizational skills.
- Maintain confidentiality, exercise sound judgment, and make appropriate referrals.

WORK HOURS/CONDITIONS:

- Must attend an approved training session before starting work.
- Flexible schedule with the possibility of working up to 15 hours per week.
- Availability for weekend and evening shifts as required.
- Attendance at all mandatory meetings and training sessions.

REMUNERATION:

This position offers a competitive hourly wage of \$14.00 per hour up to \$1,500 per semester of Federal Work Study pay.

CONTACT INFORMATION:

Questions should be sent to Shaquille Armstrong, Area Coordinator of McKendree West Apartments, at soarmstrong@mckendree.edu.

EMPLOYEE ACKNOWLEDGMENT:

I have read and understand the job requirements, responsibilities, and expectations outlined in the job description provided for my position. I attest that I can perform the essential job functions as outlined with or without any reasonable accommodations.

Print Name

Signature

Date