

Desk Manager Position Description

Position Description: The Desk Manager (DM) is a live-in paraprofessional who supervises the front desk operations for either Johnson Hall, Oak Street Hall, or Hospital Hill Apartments. The Desk Manager reports directly to the Residential Life Coordinator, but has responsibilities for working with the Assistant Residential Life Coordinator for specific parts of their position. The expected average time commitment for the position is 20 hours per week.

D.M. responsibilities include:

- Responsible for interviewing, hiring, and training student staff.
- Supervision of approximately 15 desk assistants.
- Responsible for customer service and overseeing mail operations for the assigned building.
- Holds monthly staff meetings for the desk assistants.
- Attend weekly one on one meetings with Professional Staff members.
- Hold one on one meetings with desk assistant staff throughout the semester.
- Serves as a resource to desk assistants and residents. This may include making referrals for campus services, facilities, or activities, sending students to academic advisors, and making them aware of other UMKC personnel, functions, facilities, and activities.
- Maintains desk logs and binders.
- Attend weekly building staff meetings and presents any desk related updates.
- Acts as a liaison between the desk assistants and other Residential Life staff.
- Maintain passive programming to build relationships between the desk and residents.
- Support Residential Life by attending departmental programs and trainings.
- Enforcement of University and Residential Life policies.
- Other duties as assigned.

Remuneration for DM: Residential Life scholarship, which covers the cost of your room and a meal plan