



Student Employee Position: **Combined Desk Clerical----(Police and Residence Life)**

Summary of position: The primary objectives are to answer a multi-line phone and direct calls to their correct destination, receive and distribute packages, guest housing check in and reservations, vending/laundry refunds, mail forwarding, bike locker key distribution, data-entry and general knowledge to answer questions for both Residence Life and Police Services.

1. Answer a multi-line phone
 - A. Direct calls to correct destination
 - B. Be knowledgeable in both Residence Life and Police Services
2. Be an instant resource for Police staff needing immediate information on the street
 - A. Practical knowledge of resource locations
 - a) Badge Se
 - b) Residence Life Portal
 - c) Banned List
 - d) Alarm codes
 - e) Various after-hour phone numbers
3. Package Management
 - A. Receive and Distribute packages
 - B. Mail Forwarding
4. Guest Housing
 - A. Check in guests/receive payment
 - B. Accept Reservations
5. Data Entry
 - A. Entering all necessary information into the report writing system
6. Other duties as assigned
 - A. Room Key and Bike Locker key distribution
 - B. Vending/Laundry refunds
 - C. Office supply management
 - D. Process summer staff applications, reapplication contracts and Resident Assistant applications and schedule applicable interviews

Requirements/Routine:

- Schedule: varying hours, punctuality
- Work area: Will maintain a neat and orderly work environment
- Dress code: UWW name tag, Goodhue Desk shirt provided, conservative dress, hair, jewelry, make-up, and tattoos
- Where work will take place: Usually within the first floor of Goodhue Hall. (either Residence Life Desk or Police Services desk) The various work tasks will involve some public interaction.
- Equipment or software used: Badge SE, Residence Life Portal, Microsoft Programs, telephone, fax, copy machine

- Confidentiality, integrity, off-duty social awareness, notification to Supervisor of any Law Enforcement contact
 - Excellent communication skills and attention to detail
 - Problem-solving and following directions
 - Multi-tasking and prioritizing
 - Establish and maintain effective working relationships with co-workers, supervisors and the general public
 - Perform receptionist duties in an efficient, professional and courteous manner
 - Adhere to relevant health and safety procedures
 - Self-evaluation and supervisory evaluation completed annually
 - Additional employment requirements: Pass background check, fingerprinted, Integrity webinar, sexual harassment on-line training.
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Learning outcomes resulting from student employment:

- Knowledge of Human Cultures and the Physical and Natural World
 - Engagement and asking big questions
 - Understanding contemporary and enduring issues
- Intellectual and Practical Skills
 - Inquiry, critical and creative thinking, written and oral communication, quantitative and information literacy, teamwork and problem solving
 - Taking on progressively more complex and challenging projects and problems
 - Increasing standards of performance over the course of employment
- Personal and Social Responsibility
 - Civic knowledge/engagement, ethical reasoning and actions, lifelong learning skills
 - Active involvement with diverse communities
 - Addressing real world issues
- Integrative Learning
 - Taking the classroom to the world in both general and specialized areas of study
 - Applying knowledge and skills
 - Taking on new responsibilities and problems