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.

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