



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