

Housing & Residential Experience Center Front Desk

Assistant Job Posting

The Front Desk Assistant's (FDA) primary goals include providing positive customer service experiences to visiting students, parents, or partners and represent the Housing & Residential Experience Center (HREC) by being the first point of contact in the office.

Main Job Responsibilities:

- Cover the front desk in the (HREC) office
- Answer questions from incoming phone calls or walk-ins
- Distribute keys to students, campus partners, or third-party contractors
- Provide information regarding HREC processes and policies
- Assist with lockouts
- Submit work order information to professional staff
- Organize and distribute packages and mail letters
- Assist HREC professional staff with various administrative tasks
- Other duties as assigned

This position reports directly to the Community Operations Coordinator, Eliza Quinones (equinones@wpi.edu), and is overseen by the Assistant Director of Residential Experience, Kassie Ozoonian.

Qualifications:

Work Study: This position is **ONLY** available for students who have Federal Work Study.

Academic: Students in this position **MUST** remain in good academic standing as defined by the University and the academic program in which they are enrolled.

Conduct: Students in this position **MUST** act in accordance with all federal, state, and local laws, and remain in good conduct standing (not currently on disciplinary probation, deferred suspension, or banned from any residential facility) as governed by University and Housing policies.

Attend all trainings hosted by HREC

- A Term –
 - One of two training sessions hosted two days before academic year begins (returning staff)
 - Three scheduled hours of training once hired (new staff)
- B Term - One of two training sessions hosted the first week of the term

- C Term - One of two training sessions hosted two days before academic year begins
- D Term - One of two training sessions hosted the first week of the term

Compensation

Front Desk Assistants are compensated at an hourly rate of \$15/hour. They are responsible for managing their own time-clock, and communicating availability and scheduling needs with their direct supervisor appropriately.

Time Commitment

Front Desk Assistants will work hours based on their Federal Work Study. They work various shifts covering the desk Monday through Friday from 8 am to 4:30 pm located in East Hall. Additional shifts outside of this timeframe may be available during peak times of the academic year.

Please email housing@wpi.edu if interested in the position to set up an interview with the Community Operations Coordinator or the Assistant Director of Residential Experience.