

# Curtis Hall Front Desk Assistant

Under the direct supervision of the Director of Residential Life & Student Activities, the Desk Assistant position involves running the front desk of Curtis Hall to ensure smooth operations and customer service for students, staff, faculty, and other parties. The Desk Assistant works for the Department of Residential Life and Student Activities and occasionally the Assistant Director of Residential Life, Assistant Director of Student Activities, and the Residence and Social Media Coordinator.

## Roles and Responsibilities:

- Sit at the front desk of Curtis Hall and provide customer service to residents, other students, faculty, staff, students, parents, and guests.
- Utilize StarRez, AccessIT, and other software as necessary to manage lock outs, check in/outs, visitors, resources, and other tasks.
- Create and distribute IDs as necessary.
- Answer the phone for the department and/or act as switchboard for the Academy.
- Maintain confidential student information.
- Complete tasks as assigned.
- Keep the front desk area clean and organized.
- Report any concerns/situations to the professional staff.
- Keep a detailed log of activities on a Front Desk Log on the departmental shared drive.

## Timeline & Application Process:

The Department of Residential Life and Student Activities hires Desk Assistants at the end of the semester for the upcoming academic semester. Interested students should reach out to the Director of Residential Life and Student Activities about the position with information regarding availability. Contact [housing@mma.edu](mailto:housing@mma.edu) for more information, details, and potential openings.

## Qualifications:

**Required:** Applicants must be a Maine Maritime Academy Student in good academic standing. Applicant must be in good disciplinary standing. Applicant must have a positive attitude, high energy level, knowledge, and enthusiasm for Maine Maritime Academy. Good teamwork, communication, and interpersonal skills, along with leadership potential, professional demeanor, strong work ethic, and willingness to take initiative. Ability to work effectively with a diverse group of team members, students, and staff. Applicant must have a good knowledge and commitment to the mission and goals of the Department of Residential Life and Student Activities.

**Preferred:** One year living experience in Curtis Hall or the Commons, past student leader experience, and customer service experience. Previous or current Resident Assistant, Campus Activities Board, or ResLife Office Worker experience preferred.

## Benefits:

- Minimum wage
- Training in areas of transferable skills.
- Department of Residential Life and Student Activities swag when available.
- Resume and reference builder.
- Opportunity to acquire other positions within the department.