Housing and Residential Education (HRE) at the University of Denver plays an integral role in the education and development of students. In addition to supporting students’ academic endeavors, the department seeks to provide students with a safe, nurturing, and challenging residential environment that promotes personal growth. The department is especially committed to building community and valuing all types of diversity within that community. In addition to facilitating academic success, student staff members help residents:

- Make informed and ethical choices,
- Expand awareness, understanding and appreciation of diversity,
- Assume self-responsibility,
- Develop a sense of belonging,
- Acquire new knowledge and skills, and
- Develop critical thinking skills.

The Desk Manager (DM) is a vital part of Housing and Residential Education, working in direct service to students. In addition to being a student himself/herself, the DM has many different roles, including acting as a leader, a supervisor of Desk Assistants, a policy enforcer, a resource person, an educator, and a positive role model for both students and staff. The DM should model strong leadership characteristics such as responsibility, positive attitude, fairness, enthusiasm, flexibility, commitment, integrity, good time management and communication skills, and a willingness to learn and work as a team member. The DM reports directly to the Assistant Director of Occupancy and Graduate Assistant of Occupancy in HRE, but will also receive direction from other professional staff members.

There are six Desk Manager positions, which manage the front desk operations in the Apartments, Johnson-McFarlane Hall, Centennial Halls, Centennial Towers, Nagel Hall and Nelson Hall. Centennial Halls and Johnson-McFarlane Hall house primarily first year students, while Centennial Towers houses both first and second year students. Nelson and Nagel Halls house second year students. The apartments typically house upper class students as well as HRE staff members. All five residence hall front desk operations function on a 24-hour basis throughout the academic year. The Apartments Office will be open during business hours and through the winter break. One front desk and the Apartments Office will be open for limited hours during the Winter Break period to service international students, athletes, and students staying for interterm classes.

**SPECIFIC DUTIES**
The DM is expected to fulfill the following duties, in addition to others that may be assigned throughout the year.

**Training**
1. Participate in training sessions during the Spring Quarter prior to employment.
2. Return to campus approximately three weeks prior to the beginning of Fall Quarter for intensive training with other HRE staff members. For returning staff members, this may include helping with the training of new Desk Managers.
3. Participate in additional training days throughout the academic year.
4. Desk Managers will also train DAs on desk procedures.

**Supervision**
1. Hire, train, and supervise desk staff (including work-study students, non-work-study students and Assistant Desk Manager).
2. Train desk staff on providing strong customer service and facility ownership.
3. Train desk staff about security, key, and emergency procedures.
4. Coordinate and facilitate desk staff meetings.
5. Spend time bi-weekly with each DA during shift to model correct behavior, praise and challenge performance, and build relationships.
6. Hold desk staff accountable by addressing issues pertaining to the operation of the desk.

**Administration**
1. Schedule desk shift coverage and establish a system for desk assistants to cover shifts.
2. Process payroll paperwork and timesheets.
3. Maintain complete key inventory using a database system.
4. Maintain lock-out key card system.
5. Order and follow-up on lock changes and temporary locks and keys.
6. Monitor key inventory on a weekly basis.
7. Organize, create and restock desk supplies, equipment and logs.
8. Trouble-shoot problems that occur with front desk operations.
9. Create system for reporting of facilities issues.
10. Develop a system for maintaining a clean and organized front desk and lobby area at all times.
11. Complete paperwork and administrative assignments in a timely manner, and expect that new tasks may be assigned with relatively short notice throughout the year.
12. Coordinate opening and closing of the desks and check-in and check-out procedures prior to Fall Quarter, at the end of Spring Quarter, and other times during the year when residents arrive late or leave early.
Please note: a position with Housing and Residential Education will likely affect your financial aid package.