The Ram Orientation Community Desk Manager (CDM) is a student manager position in the Department of Residence Life, Housing & Dining Services. The CDM assists in supporting the Residence Life Mission - “To create safe and inclusive learning communities that support, challenge, and inspire all students to be ethical leaders and citizens in a diverse society.” CDMs oversee the operation of the front desk in the residence halls and ensure high quality customer services to our students, families & guests; supervise the front desk staff; and are a part of the team in creating an inclusive community within our residence halls.

Responsibilities

The Ram Orientation Community Desk Manager is responsible for the overall operation of the front desk in each of the residence halls/communities. The CDM’s primary role is to ensure quality customer service to the students, staff, families, campus partners, guests and all those that interact with our front desks. In addition, they will supervise the front desk staff including hiring, training, scheduling and evaluating the staff in conjunction with the Residence Director and/or Assistant Residence Directors. The CDM will ensure that the front desk is an effective resource for students, etc. to gain information about campus and community resources. The CDM oversees that mail and packages are being delivered and managed in accordance to federal and state laws and any department and university policies. Finally, the CDM will maintain supplies and items available for check out for students and guests. The CDM position will be supervised by the Residence Director and/or Assistant Residence Directors and working in conjunction with them to ensure effective operation of the desk.

Position Responsibilities

Supervision

1. Conducts hiring, training, scheduling, and evaluation of desk staff.
2. Provide on-going feedback, coaching and development for staff to be successful.
3. Address performance concerns and issues in a timely manner and maintain appropriate documentation.
4. Ensure completion of all employment paperwork including applications, verification of employment forms, evaluations, disciplinary actions, training information with appropriate RL & HDS staff.
5. Schedule the desk to be staffed to provide appropriate levels of customer service at varied times throughout the day and summer based on needs of the community (i.e. Desk shifts, RA duty, Luggage check-in, Check-in/Check-out).
6. Keep and maintain accurate employee information.
7. Manage time clock and Oracle database functions.
8. Maintain communication with staff & supervisors through emails, phone calls and posted information.
9. Ensure staff compliance with all CSU, HDS & Residence Life policies and guidelines.
10. Address staff and team issues or concerns in conjunction with the RD/ARDs.
11. Hold regular staff meetings (in conjunction with supervisors) to provide updates, review pertinent information, and training where appropriate.
12. Serve on a rotating on-call capacity with other CDMs to provide immediate response to after hours and weekend desk emergencies; be available by phone, which will be provided while on-call.
   a. If there is a no show during a scheduled shift and a replacement cannot be identified, the on-call CDM will work that desk shift until a replacement is identified and able to take over.
Customer Service
1. Ensure high quality customer service to exceed expectations of those who interact with our desk, this includes: answering questions, resolving complaints and issues, referring folks to appropriate staff and resources, etc.
2. Assist in the daily operation of Braiden hall in conjunction with the RD/ARDs.
3. Work closely and communicate regularly with hall staff in order to ensure daily tasks and operations are completed, effectively and efficiently.

Staff & Administrative Functions
1. Attend, support and/or lead training activities that pertain to the desk and Ram Orientation Housing Operations.
2. Assist with hall and administrative duties as provided by the hall staff, and where appropriate.
3. Know, respond to, and follow up to floor/hall emergencies/procedures, policy violations and appropriate staff and resources to contact.
4. Actively support other members of the Residence Hall staff; work as a team.
5. Support and adhere to University and Housing and Dining Services policies, regulations and procedures.
6. Completed paperwork should be done in a thorough and timely manner.
7. Keep supervisor informed of community, resident and facility issues.
8. Assist with facility issues in Braiden as directed by supervisor.
9. Conduct and maintain regular inventory of the desk supplies, materials and oversee the key audits.

Diversity, Social Justice & Inclusion
1. Provide training and on-going development for desk staff to create inclusive excellence when working with those who interact with our desk and among the staff.
2. Help students connect with resources on campus including Student Diversity Programs and Services offices.
3. Report student behavior that involves incidents of bias based on race, age, color, religion, national origin, gender, disability, sexual orientation, veteran status, or disability, to the RD/ARD.
4. Participate in CSU, HDS, & Residence Life trainings to continue learning around diversity, social justice & inclusion.

Conditions of Employment
1. Community Desk Managers must be enrolled at CSU and making progress toward their degree during their period of employment.
2. The GPA requirement is a term and cumulative GPA of 2.50; staffs are expected to meet that requirement and maintain it during their period of employment.
3. The CDM position is for one academic year (fall and spring semesters.) There may be opportunities for summer work.
4. Able to work overnight, weekend shifts and respond to emergencies.
5. Able to work autonomously, take initiative and provide leadership while also working as part of a team.
6. Strong administrative skills and attention to details.
7. Remuneration – Room and Board plus $11.37/hour during desk shifts

Minimum Qualifications
- enrolled CSU student, making progress towards your degree; and in good standing with CSU
- prior experience working at a front/information desk at CSU
- minimum 2.50 GPA (cumulative and term) and maintain 2.50 GPA through duration of employment
- experience working with diverse populations
**Preferred Qualifications**
- previous supervision experience
- previous leadership experience, working with teams/groups, facilitating meetings
- experience executing administrative processes and completing paperwork in a timely manner
- Two or more semesters of desk staff experience at a residence hall front desk at CSU
- Computer skills including Microsoft programs, Oracle, etc.
- Experience training staff
- Experience providing excellent customer service

Other: Bi/multi-lingual proficiency is desired, but not required.

CSU is an EO/EA/AA employer.

Colorado State University conducts background checks on all final candidates.