

Night Cat Desk Assistant Job Description

Working Title: Night Cat Desk Assistant

Classification: Student Employee

Position Summary: The Night Cat Desk Assistant (NCDA) is a student staff member of Housing and Residential Life who assists in creating an environment conducive to comfortable living. NCDAs assist with the security of the residence halls and are the primary communication between residents and DHRL staff between the hours of 10pm-10am.

Compensation: \$10.00/hour

Supervisor: Residence Director

Conditions of Employment:

- 1) An overall Texas State GPA of 2.5 or higher and a minimum semester GPA of 2.25;
- 2) No current or pending disciplinary sanctions.
- 3) Be a student in good standing as defined by the University.
- 4) Maintain status of a full-time student as defined by the University.
- 5) Attend all training workshops and scheduled staff meetings.
- 6) Ability to work between the hours of 10pm-10am, week days and weekends, at multiple desks.
- 7) May not hold another on-campus job (paid) when employed by DHRL.
- 8) Provide own transportation to work, which may require the purchase of TXST parking permit.
- 9) Must be able to work a minimum of 10-12 hours per week.
- 10) May not exceed 25 hours of work per week (Sunday through Saturday) for domestic students or 20 hours of work per week (Sunday through Saturday) for international students.
- 11) Must report to work early and be able to work during weeks of opening and closing of halls.
- 12) Reappointment is based upon job performance, evaluation, and continuing enrollment in the University.

Preferred Qualifications:

- 1) Previous experience in an office environment
- 2) Previous employment with customer service
- 3) Strong organizational and computer skills
- 4) Knowledge of on-campus resources for students
- 5) On-campus involvement in student organizations and/or leadership opportunities
- 6) One or more semesters of living in the residence halls

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- 7) Live in Texas State residence hall during employment as Night Cat Desk Assistant

Responsibilities:

- 1) Answer all phones when contacted and communicate with On-Call RA of appropriate building when necessary.
- 2) Provide prompt, courteous and efficient customer service while working at the desk.
- 3) Monitor all individuals entering a residence hall to ensure that only residents and their guests are permitted in the building.
- 4) Report situations that may jeopardize the safety of the residence hall to the appropriate personnel in a timely manner.
- 5) Serve as a communication liaison between hall residents and on-call staff, including any events or conditions that could potentially affect a resident, floor, hall or the University.
- 6) Occupy desk until relieved of duties from the next scheduled NCDA.
- 7) Perform specific tasks in priority order (including task assignments) as assigned by the RD.
- 8) Ability to maintain confidentiality and manage confidential information appropriately.
- 9) Be familiar with and abide by all University and departmental policies.
- 10) Be familiar with the roles and responsibilities assumed by other University personnel.
- 11) Have thorough knowledge and abide by the Student Rights and Responsibilities policies and procedures.
- 12) Other duties as assigned.