

**UNIVERSITY OF NORTHERN IOWA**  
**University Housing & Dining**  
**Student Desk Manager Position Description**

**Description**

The Student Desk Manager is a Housing & Dining staff member who is a vital part of successful housing operations. The Mail and Information Desk serves as an information hub for students, staff and guests. As a staff member, the Student Desk Manager provides assistance to residents regarding personal, interpersonal and academic concerns.

The Student Desk Manager is supervised by a Residence Life Coordinator or Secretary and works in conjunction with the other Desk Support Staff, Residence Life Coordinators, and Housing administrative staff. Student Desk Managers provide support and guidance for the operations of Mail and Information Desks in the stead of Residence Life Coordinators and Secretaries. Additionally, they assist with the administration of the Mail and Information Desk and provide strong leadership and direction for the Desk Support Staff.

**Compensation & Hours**

- \$15 per hour; \$0.25 raise per consecutive year of employment in the position
- Work a maximum of 20 hours per week during the hours of operation for the Mail and Information Desk
  - Monday, Tuesday, Thursday 9am - 9pm
  - Wednesday 9am-10pm
  - Friday 9am-6pm
  - Saturday and Sunday Noon - 6pm
- Ability to work up to 40 hours per week when classes are not in session
  - ex: August Move In, Fall, Winter, Spring and Summer Break periods
- Opportunity to pick up additional shifts in other locations on an as needed basis

*Note: As a UNI student employee, you cannot work more than 20 hours per week on campus during the school year when classes are in session.*

**Minimum Qualifications**

- Applicants must have at least one semester of residence hall experience at UNI
- Applicants must have and maintain a minimum 2.25 semester and cumulative UNI grade point average
- Applicants must be in good academic, behavioral and financial standing with the university
- Applicants must be full-time, degree-seeking students at the University of Northern Iowa
- Applicants must successfully pass a Criminal Background Check
- Trustworthiness, reliability, and ability to maintain confidentiality and interact confidently with a wide range of people are essential characteristics

**Preferred Qualifications**

- Student Desk Manager candidates with at least one semester of prior experience within the Administrative Assistant or Desk Assistant or Student Support Assistant role at the University of Northern Iowa
- As a staff member within Housing & Dining, it is preferred that Student Desk Managers live on-campus during their time within the role

**Appointment Period**

Student Desk Managers are employed for the entire academic year including break periods with the option to continue their employment throughout the summer. Student Desk Managers hired for the 2026-2027 academic

year will be expected to begin work no later than Tuesday July 28, 2026 through the Sunday following move-out. Dates may be adjusted based on changes made to the academic calendar.

- Attend training during the last week of July 2026
- Facilitate Desk Support Staff Training during the first week of August
- Available to work during the weeks between training and before classes begin for the Fall 2026 semester
- Available to work parts of Fall, Winter and Spring Break

Participation in non-academic activities during the periods outlined above is subject to approval by the Residence Life Coordinator team. Due to the hours required of the Student Desk Manager position, we ask that candidates are not involved in: Cat Crew, Move-In Crew or Marching Band as these commitments can conflict greatly with this particular position.

*Applicants who are unable to attend training or work the weeks leading up to the start of classes will be considered primarily for alternate status.*

**Student Desk Manager responsibilities include:**

- Opening and/or closing of the office, greeting office guests and addressing concerns
- Performing typing, printing, photocopying, scanning, and filing
- Answering phones, taking messages, making calls
- Sending, receiving, and responding to emails
- Providing informed assistance in response to questions, directions, and problems upon request or observation
- Directing residents and guests to the proper campus & community resources
- Utilizing Microsoft Word, Microsoft Excel, Google programs (i.e. Gmail, Google Drive, Google Calendar), Quadient, Workday and StarRez
- Maintaining information confidentially with discretion
- Sorting and distributing mail, maintaining correct addresses and forwarding mail information
- Maintaining record of parcel post, insured packages, UPS/FedEx deliveries and distributing packages to residents
- Assisting with the preparation of conference materials and facilitate group check in/out processes
- Maintaining inventory of property to be checked out for resident use, issuing the property, and securing its return
- Knowing departmental policies and procedures as directed by Housing & Dining
- Knowing university policies and procedures when it comes to emergencies/crises occur as directed by Housing & Dining
- Providing support for hall operations including but not limited to: room moves, occupancy tracking, desk schedule creation and key audits
- Ensuring appropriate management of both brass keys and access cards according to departmental policies
- Looking after office inventory related to office supplies and equipment
- Keeping the desk area clean
- Individually lift up to 25 pounds and group lift up to 50 pounds (consistently lift packages five pounds and less)
- Filling out all paperwork completely and correctly as trained by the Residence Life Coordinator or Secretary

- Providing desk coverage throughout Fall Break, Winter Break, and Spring Break
- Being available, attentive and on-time to training and monthly staff meetings as designated by the Residence Life Coordinator or Secretary
- Providing strong leadership and supplemental training to the desk assistant team
- Presenting university in a positive light to guests and prospective students
- Performing other duties as assigned by the Residence Life Coordinator or Secretary

*Applicants need to be able to return to campus no later than Tuesday July 28, 2026 to take part in a mandatory training as well as be able to work the weeks leading up to the opening of the residence halls and start of Fall academic semester. Dates may be adjusted based on changes made to the academic calendar.*

### **General Diversity Statement**

No person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in employment, any educational program, or any activity of the University, on the basis of age, color, creed, disability, gender identity, national origin, race, religion, sex, sexual orientation, veteran status, or on any other basis protected by federal and/or state law.

The University of Northern Iowa prohibits discrimination and promotes affirmative action in its educational and employment policies and practices as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964 and other applicable laws and University policies. The University of Northern Iowa prohibits sexual harassment, including sexual violence.

The following person has been designated to handle inquiries regarding the non-discrimination policies and serves as the University Title IX Officer: Leah Gutknecht, Assistant to the President for Compliance and Equity Management, Office of Compliance and Equity Management, 117 Gilchrist Hall, UNI, Cedar Falls, IA 50614-0028, (319) 273-2846, [leah.gutknecht@uni.edu](mailto:leah.gutknecht@uni.edu).