Student Housing
Resident Desk Assistant

The front desk serves as a primary source of information and service for residents. A resident desk assistant is a trained student leader, selected for one semester, renewed for a satisfactory performance for a maximum of three consecutive semesters by the Head of Student Housing. The student desk assistant is charged to help the front desk staff member in all the required duties.

Resident Desk Assistant Profile

- Possess an active interest and positive attitude with the residents at Student Housing.
- Have time to perform assigned duties.
- Must have completed two or more semesters at NDU.
- Minimum cumulative Grade Point Average of 2.30 and maintain this level or better.
- Demonstrate leadership experience and skills.
- Any current or pending disciplinary probation, the status of RDA will be lost.
- Any outside employment during the week or on weekends must be pre-approved by the Head of Student Housing.

Resident Desk Assistant Responsibilities:

- Welcome students and visitors or guests who come to the front desk for service in a positive attitude.
- Must work confidentially.
- Enforce Student Housing rules and regulations.
- Verify Residents Identification.
- Answer the front desk phone, take accurate and full messages, and transfer phone calls.
- Be friendly to residents, staff and guests.
- Accurately take notes of any detailed maintenance issue.
- Alert staff member of any emergency.
Follow a preset schedule.
- Call the supervisor in case of sickness or any other personal emergency. Failure to call will lead to direct cancelation.
- Arrange make up hours in case of any absences.
- Maintain a proper and suitable office environment.
- Be neat and tidy in appearance at all time.
- Complete any assigned task related to your responsibilities.

The Student Housing Management has the right to add or modify any of the above.

The Student Housing Management agrees to:

- Deduct the resident desk assistant 7$/working hour from his academic tuition fees.
- Provide all support and assistance in the performance of the resident desk assistant duties and responsibilities.

You have to read carefully, sign this paper with the student housing manager. Signing this paper means that you already approved and you are going to abide by the above responsibilities. In case of any violation and after getting any oral or written warning, the Resident Desk Assistant could loose his/her status.

Student name: __________________________ ID#: ______________
Semester: ________________________________
Date and Signature: _______________________

Approval

Approval

Mr. Paul Khoury
Student Housing Manager

Fr. Salim El Rajji
SAO Director