The George Mason University Office of Housing and Residence Life welcomes all qualified candidates to apply for the position of Summer Desk Manager for summer 2019.

**Responsibilities:**
The 24 Hour Neighborhood Desks are the information centers for the summer housing operation process. The Summer Desk Manager (SDM) is responsible for managing desk operations and shift scheduling. The primary responsibilities include providing excellent customer service to summer guests and residential students at Mason, maintaining staff work schedules, and performing various administrative duties related to group preparation, check-in, and check-out for summer residents. The SDM will also assist with summer school/intern/camps and conferences check-ins and check-outs as appropriate.

- All Neighborhood Desk Operations, including but not limited to: scheduling staff coverage for all desks, assisting with support of Summer Conference Assistants and Summer Resident Advisor as it pertains to desk operations.
- Under the direction of the Assistant Director for Conferences and Operations, oversee the scheduling of desk shifts, shift changes, and time off requests.
- Serve as a liaison between the desk staff and professional staff by regularly visiting the desks, staying up-to-date on all desk area functions, preparing desk materials, and ensuring Housing & Residence Life protocols are being followed.
- Attend bi-weekly meetings with the Housing and Residence Life summer student staff (Wednesdays at 7:30PM).
- Be present during all major check-in/check-out dates to troubleshoot any problems that may arise.
- Ensure the desks are properly trained and equipped to properly utilize resources, including but not limited to: rosters, desk memos, equipment logs, the conference binder, and more.
- Other duties as assigned by the supervision team or other members of the Residence Life professional staff.

**Qualifications:**
Candidates must have strong leadership and interpersonal skills, exhibit professionalism, and the ability to work successfully within a team. To be eligible for the Summer Desk Manager position, students must achieve and maintain a 2.50 cumulative and semester GPA, be in good standing with the University (student conduct, financially, etc.), and complete a background check. Preference will be given to candidates with prior experience within Housing and Residence Life, especially as a Head Resident Advisor, Resident Advisor, Head Desk Assistant, Desk Assistant, or Summer Staff member. Preference will also be given to individuals with past experience or coursework in hospitality management/business operations and familiarity with the residence halls at George Mason University.

**Time Commitments:**
The Summer Desk Manager position will begin training on April 19th, 2019. Training hours will consist of a weekly meeting and on-boarding tasks to help the individual acclimate to the role. The Summer Desk Manager will begin working on May 20, 2019, and end on/by August 12, 2019. The Summer Desk Manager will work approximately 40 hours per week. With supervisor approval, the Summer Desk Manager may have up to 5 hours of academic commitments per week (summer classes, internships, etc.). Overnight/extended time away from campus must be approved by the supervisor in advance.

**Compensation:**
The Summer Desk Manager position will include the following:
- On-call/duty requirement will be compensated in the form of on-campus housing accommodations, a single bedroom, in an assigned residential community.
- A $2000 total stipend will be provided for the Summer 2019 term of employment (April 19th, 2019- August 12th, 2019.)
- The SDM may cover desk shifts, and will be paid hourly at a rate of $9.50 per hour.

**To Apply:**
Please apply via the linked OneDrive Form. For full consideration, application materials must be submitted by April 1st, 2019. If you encounter issues applying through the OneDrive Form and/or have any questions about the position descriptions please contact Anthony (Tony) Berardo via email at: aberardo@gmu.edu.