



MINNESOTA STATE UNIVERSITY, MANKATO

RESIDENTIAL LIFE

Student Service Coordinator

Position Description for Graduate Assistantship

Student Service Coordinators coordinate the room change process and occupancy for their assigned community while also providing direct supervision to a team of Front Desk Assistants. This role is administrative in nature, with elements of supervision and student engagement. Student Service Coordinators report directly to the Assistant Director Residential Education and work approximately 20 hours per week, primarily during business hours. Duties and responsibilities include, but are not limited to:

Desk Management

- Lead front desk operation and desk procedures for the duration of the academic year.
- Monitor, maintain, and replace items available at the desk for community use.
- Submit appropriate charges to students for damage, failure to return an item, checkout of a loaner key, or billing for lost keys.
- Follow up with concerns of residents and visitors as it relates to issues brought to the attention of the front desk team.
- Maintain a current inventory of keys and cores, submitting requests for key/core changes.
- Oversee proper distribution of all mail and maintenance of lost and found items.
- Ensure Residence Hall Guest parking verification process is followed.
- Manage the budget designated to the front desk.

Occupancy Coordination

- Assist in Opening preparations including planning for early and regular arrivals, as well as preparations for Closing (end of semester and break periods).
- Coordinate the processing of all room changes with other Student Service Coordinators and the Stadium Heights Hall Director and maintain appropriate documentation.
- Communicate with students considering/requesting a room change to provide them support, referrals (when appropriate), and room change options throughout the Residential Life system.
- Schedule and complete room checkouts with students making changes during the academic year.
- Facilitate the development and implementation of check-out training (and appropriate tools and supplies) for Community Advisor staff at the end of each semester.

Desk Team Supervision

- Direct the planning, development, and implementation of desk staff training (approximately 10-15 Desk Assistants) each semester and when new employees begin during the academic year.
- Develop, implement, and maintain staffing schedules; process timesheets.
- Evaluate, support, and recognize the desk team with Assistant Director guidance.
- Conduct performance conversations with Desk Assistants to ensure accountability and complete accompanying documentation.
- Provide on-going staff development and training through monthly desk meetings and weekly emails for the front desk team to maximize quality service for residents and guests.
- Facilitate interviews and make recommendations to Assistant Director on the hiring of Desk Assistants.
- Create an active and intentional environment at the front desk, providing services and engagement opportunities for guests and residents.

Student Service Coordinators shall also assist the Department of Residential Life in other ways, as requested or assigned.

Additionally, in coordination with their supervisor, Student Service Coordinators can explore opportunities to gain professional development experiences within and outside of Residential Life.

Required Qualifications:

- Bachelor's degree
- Admitted to Minnesota State University graduate program by start date
- Enroll in a minimum of six (6) graduate credits per semester during assistantship and maintain good academic standing
- Be able to work at least 16 hours per week, spread across a minimum of 4 weekdays, during business hours (8:00AM-4:30PM)

Prior to the date of employment, the position requires a criminal background check conducted by the Minnesota Bureau of Criminal Apprehension (BCA).

Preferred Qualifications:

- Administrative skills, including an ability to effectively manage multiple priorities
- Demonstrated commitment to fostering a diverse working and learning environment
- Effective self-management, team management, and conflict resolution skills
- Strong verbal and written communication skills
- Knowledge of residence hall and college student issues

A 2-year commitment to the position is preferred but not required.