



Classification Description

Job Title: LHC Desk Assistant

Pay Grade: 101

Job Code: 4759

FLSA Status: Non-Exempt

Job Purpose

The LightHouse Commons (LHC) Desk Assistant supports the daily operations of the LHC front desk. LHC Desk Assistants play a critical role in creating a welcoming and secure environment for residents, guests, and campus visitors. This position includes overnight and weekend shifts and requires reliability, professionalism, and a strong commitment to customer service and community standards. Desk Assistants assist with front desk coverage, policy enforcement, safety protocols, administrative tasks, and communication to ensure smooth and effective residential operations.

General Responsibilities

Essential Functions

Serves as a positive and professional first point of contact for residents, guests, and campus partners at the LightHouse Commons front desk.

Answers incoming phone calls and emails in a courteous, informed, and timely manner, redirecting inquiries to professional staff as appropriate.

Provides accurate information about Residence Life policies, events, and campus resources to residents and visitors.

Accurately logs packages, manages mail distribution, and notifies residents of deliveries using established tracking procedures.

Ensures all residents entering the building swipe their Bucs ID card and monitors for compliance with access protocols.

Follows guest check-in procedures, verifies guest information, and assists in enforcing guest visitation policies.

Maintains a clean, organized, and professional front desk environment during every shift.

Reports emergencies, policy violations, and safety concerns to the appropriate professional staff or campus security personnel.

LHC DESK ASSISTANT

Documents incidents or unusual activity clearly and promptly in daily logs or reports.

Upholds confidentiality and discretion when handling sensitive information or resident interactions.

Assists with the opening and closing of the residential community, including key distribution/collection and related move-in/move-out procedures.

Attends required trainings and meetings as scheduled by the Residence Life Specialist or other department leadership.

Maintains punctuality and reliability in reporting to scheduled shifts, including overnight and weekend hours.

Communicates professionally and respectfully with peers, staff, and guests.

Exercises sound judgment and follows procedures in all situations, including emergencies.

Upholds and models Residence Life policies and community standards at all times.

Demonstrates the ability to work independently, and as part of a team, in a fast-paced, service-oriented environment.

Based on desk coverage needs, provides LHC front desk coverage as scheduled for a combination of daytime, evening, overnight, weekend, and holiday shifts.

Maintains consistent availability during key periods such as move-in, move-out, and semester transitions is required.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

High school degree or equivalent.

Ability to work daytime, evening, overnight, weekend, and holiday shifts based on desk coverage needs, as assigned.

Demonstrated experience using a personal computer, office software such as MS Office, and electronic mail.

LHC DESK ASSISTANT

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

LHC DESK ASSISTANT

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 13, 2025.