



UNM

*Residence Life & Student Housing*

# SRC Desk Attendant



Desk Attendants at the Student Residence Center (SRC) Commons Customer Services Desk deliver quality customer service to on-campus residents by connecting students to department resources 24-7-365.

Their primary duties include the following:

- Provide general administrative support and customer service to on-campus residents
- Answer phones, input work orders, track keys, and administer general transactions
- Perform routine inventory
- Communicate with department staff & constituents
- Assist in department projects, events, and initiatives

The SRC Desk Attendant position is a great opportunity to connect with on-campus residents and gain higher level customer service skills. SRC Desk Attendants also have the unique role of responding

to emergencies and helping connect students to a variety of resources within our department and University.



As noted earlier, the SRC Commons Customer Service Desk remains open 24 hours a day, 7 days a week, 365 days a year — no exceptions. For this reason, this position requires rotating overnight and weekend shifts, including during University holidays and breaks.

If you are interested in this position, we encourage you to:

- Live on-campus
- Actively participate in your campus community
- Seek opportunities to enhance your exposure to a diverse population of individuals, as well as your customer service skills

SRC Desk Attendant positions are recruited whenever a vacancy becomes available. We strongly encourage candidates to begin by working at our East and West Customer Service Desks. Check UNM Jobs periodically for open positions in any of these areas.

SRC Desk Attendants are compensated at \$9.00 per hour.