



MASSEY HALL DESK MANAGER

University Housing at the University of Tennessee, Knoxville, is seeking a graduate student to serve as Desk Manager for Massey Hall, which will be used as isolation housing for residential students who test positive for COVID-19. The position may require on-call duties spanning evenings and weekends.

Principle Duties

- Develop and maintain scheduling to ensure appropriate staff coverage for Massey Hall front desk
- Work with front desk staff to manage check-in and check-out process and maintain accurate roster for students assigned to self-isolate in Massey Hall
- Recruit, hire, train, and provide accountability to staff working at Massey Hall front desk
- Conduct weekly audits of student room keys and packages
- Coordinate package delivery for students moving in and out of Massey Hall
- Develop and maintain Frequently Asked Questions document for staff to respond to inquiries received at the Massey Hall front desk
- Complete daily payroll approval for front desk staff
- Monitor, inventory, and order supplies and equipment for front desk as needed
- Disseminate relevant information to front desk staff in a timely manner
- Work directly with Senior Logistics Coordinator to troubleshoot issues and concerns that arise at the Massey Hall front desk

Work Environment

- Massey Hall will be used exclusively for students who test positive for COVID-19
- Staff will work at the front desk area to provide service and support to students assigned to Massey Hall
- The front desk is located on the 1st floor in a nearly enclosed, approximately 400 square feet office with a modified Plexiglass barrier at the service counter
- There will be dedicated restrooms and staff lounge available exclusively for staff use during work shift
- Staff will be provided personal protective equipment (PPE) to include, but not limited to, face coverings (masks and shields), gloves, hand sanitizer, gowns, and disinfectant wipes for use during work shift
- The front desk area will be cleaned and sanitized daily by Belfor, a contracted cleaning service

Qualifications

- Education – Currently enrolled graduate student at the University of Tennessee, Knoxville
- Experience – Prefer prior experience working in a direct student support role in housing and residence life
- Job Skills – Ability to manage multiple priorities; knowledge of Microsoft Office programs; strong verbal and written communication skills; ability to work with diverse groups of people; strong organizational skills; ability to complete tasks by stated deadlines; and customer service skills

Compensation

Hourly pay rate of \$15.29 per hour for 20-30 hours per week for the duration of the 2020-2021 academic year

Application

Candidates must apply online at: <https://housing.utk.edu/about/employment-application-process/>; hiring immediately