

Housing & Residential Education has four desk/mail locations: the Peterson Heritage Center (PHC), Marriott Honors Community (MHC), Lassonde Studios (LSND), and Kahlert Village (KV). We serve over 5,000 residents year round. We rely on Desk/ Mailroom Assistants to serve on our front line and help our residents and guests have a positive experience.

As a **Desk/Mailroom Assistant**, a typical day might include:

- Answering questions from residents about their room, the University, meal plans, and lost items
- Checking out equipment and resources to residents
- Processing move-in/move-out paperwork and keys
- Answering questions from parents (as best we can, given FERPA)
- Processing mail and packages so they are ready for residents to pickup
- Troubleshooting issues if mail goes missing
- Talking about your favorite new Netflix binge with coworkers

Compensation

- \$12.00/hour with potential of a .25 cent raise each year.

Work Schedule

- School comes first so we happily work around your school schedule. We try to accommodate other commitments – volunteering, research/lab experience or other PT jobs – as well.
- Expect to work 8 – 16 hours/week during the academic year with a cap of 20 hours/week. During breaks and the summer semester, you can work up to 40 hours/week.
- You must be able to attend trainings and staff meetings periodically.

This Job Might Be For You If:

- You like helping people. Answering questions or providing a service makes you feel good.
- You are team-oriented and like working with people from all walks of life. You like when others succeed and cheer on their accomplishments. You pitch in when needed.
- You are organized and pay attention to details. You stay laser focused no matter the situation. Nothing falls through the cracks on your watch.
- You think on your feet. You like learning new things and you can learn quickly.
- You enjoy solving problems. You love taking on challenges and finding out-of-the-box solutions. You don't get flustered easily. If you don't know the answer, you don't mind asking or digging until you find out.
- You communicate clearly. You write - as in email, not text - well. You can explain almost anything to anyone. You are comfortable talking to people in person, over the phone, or via email.
- You can keep secrets. You are trusted by those around you. You keep anything, large or small, confidential when asked.
- You love the U. You are passionate about sharing your university experience.
- You are/will be an enrolled University of Utah student and will remain in good academic standing.

To land this position, you need to have some experience helping others. This can include previous school commitments, volunteering, or past employment. We look forward to hearing about your experiences!

As a member of the HRE team, it is expected that you uphold all of the values of the department. In addition, you should follow all HRE policies and procedures. Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, orientation, religious beliefs, economic backgrounds, and racial/ethnic origins. We strongly encourage applications from candidates who will share and explore this value with the team and with the residents.