

**University Housing and
Residential Life****CLERK V (Front Desk Manager)**

Temple University invites applicants for the position of Clerk V (**Front Desk Manager**).

SUMMARY OF POSITION:

The Clerk V (Front Desk Manager) oversees the comprehensive management of the front desk operation for the designated residence hall to support the comprehensive residential life program and the mission of the Division of Student Affairs and Temple University. The Front Desk Manager will utilize competency-based development to directly supervise graduate and undergraduate student staff to provide quality and consistent service within their hall. The Front Desk Manager supports the holistic development of 450 to 1000 residents on Temple University's Main Campus and reports to the Resident Director of their assigned hall. The position is a full-time, 12-month, and live-off appointment.

ESSENTIAL FUNCTIONS OF POSITION:

1. Oversees the daily administrative operations of a front desk in assigned residence hall, including clerical responsibilities, key management, USPS mail and package distribution, occupancy management, maintain office inventory of supplies and equipment, space and equipment reservations, and front office staffing.
2. Maintain files and documentation to support administrative operations, including but not limited to Room Condition Reports, key inventory, and emergency contact cards.
3. Responsible for the comprehensive supervision, hiring and training of 15-20 student workers for front desk operations.
4. Assist in management of the hall budget, while maintaining compliancy with University procurement policies and procedures.
5. Respond to student behavior issues and communicate with university officials as required.
6. Participate in selection, training, development, and evaluation of professional and student staff.
7. Serve on departmental committees and projects as assigned.
8. Oversee the front desk operation for Summer Conference and/or Summer School programs in assigned area.
9. Serve as a liaison across the Temple University community and act as a referral resource for faculty, staff, students, guests, and parents.
10. Be accountable to all Temple University policies and procedures directly affecting the unit and assure support and collective conformance to the University's Affirmative Action plans, goals, and objectives, contractual requirements and ethical practice standards establishing a secure, equal employment opportunity environment for all employees.

Note: This description incorporates most typical duties performed. It is recognized that other related duties not specifically mentioned may also be performed. The inclusion of these duties would not alter the overall evaluation of this position.

QUALIFICATIONS:**Required Qualifications-**

1. High School diploma or equivalent combination of post H.S. training and experience required. Three (3) to five (5) years related experience. An equivalent combination of acceptable training and experience may also be considered.
2. Computer proficiency, including Microsoft Office suite and e-mail communication.
3. Ability to process payroll, timesheets, maintenance requests, office supplies.
4. Knowledge of clerical functions, including filing, office procedures, and operation of office equipment.
5. Ability to communicate general instructions and procedures as well as plan, organize and direct the work of student employees.
6. Strong interpersonal, oral, and written communication skills.
7. Experience providing customer service to diverse populations.
8. Excellent organizational skills and the ability to work independently and efficiently.

Preferred Qualifications-

1. Experience supervising, developing, mentoring, and motivating a diverse student staff team.

BENEFITS AND COMPENSATION:

Competitive salary, development opportunities, and tuition waiver options.

COMPLIANCE STATEMENT:

In the performance of their functions as detailed in the position description employees have an obligation to avoid ethical, legal, financial and other conflicts of interest to ensure that their actions and outside activities do not conflict with their primary employment responsibilities at the institution. Employees are also expected to understand and be in compliance with applicable laws, University and employment policies and regulations, including NCAA regulations for areas and departments that their essential functions cause them to interact.

HOW TO APPLY:

To apply for this position and view other opportunities, please visit our web site at jobs@temple. Please reference req. [TU-16206](#). Please attach your letter of interest, résumé and three references to our online system in one document. If you have any questions regarding the position, please contact Licia B. Kaliher, Assistant Director of Residential Life, at 215-204-3825 or at Lbkaliher@temple.edu or visit our website at www.temple.edu/housing. Temple University is an Affirmative Action/Equal Opportunity Employer with a strong commitment to cultural diversity.