CLASSIFICATION SERIES:
N/A

CLASSIFICATION CODE/PAY GRADE:
12211/17

BARGAINING UNIT:
ACE

Residence Hall Monitor

SERIES PURPOSE: The purpose of the Residence Hall Monitor occupation is to oversee the entrances of a residence hall.

CLASS CONCEPT: The class works under general supervision, assists in the enforcement of residence hall policies, specifically the guest policy, which requires frequent and meaningful interactions with students. Works in collaboration with other university staff in customer service and front desk services. Performs basic desk duties, key inventories, and works on special projects as assigned.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Monitors access and egress of students, faculty, staff, and visitors to campus facilities.

Responds to individuals requiring assistance in a friendly, professional manner.

Enforces and ensures that access and guest policies and procedures are being followed.

Supports and maintains a residence hall environment of meaningful connections for students.

Compiles and submits reports in a timely manner.

Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: report writing.

Skill in: use of a computer; written and verbal communication.

Ability to: learn and utilize new software; project a professional, friendly demeanor to students, faculty, staff, and visitors; demonstrate a history of dependability and punctuality at work; implement policies

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and procedures in an efficient manner; demonstrate a service orientation; maintain flexibility in a work schedule; multi-task; respond to supervision in a positive manner.

(*) Developed after employment.

**MINIMUM QUALIFICATIONS:** High school diploma or GED; one year of customer service experience; proficient with MS Office software.

**REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES:** None

**PHYSICAL REQUIREMENTS:** In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

**SEDENTARY:** work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

**UNUSUAL WORKING CONDITIONS:** Not applicable