

**Intern for Residence Life Helpdesk**  
**Duke Kunshan University**  
**Job Description**

**Position Overview:**

The Residence Life Intern works within the Student Affairs Office and oversees the Residence Hall Helpdesk in either the Conference Center or Residence Hall from Monday to Friday, 9:00am-5:30pm (evening and weekend duties may apply). The intern works under the guidance of Residence Life Coordinators, directly interacts with other Student Affairs staff and colleagues from other departments in the planning and execution of assigned tasks.

**Reports to:**

Undergraduate/Graduate Residence Life Coordinator

**Essential Duties:**

- Oversee the Residence Hall Helpdesk, answering student inquiries, referring students to the responsible staff when needed, responding to lockout requests, and managing activity materials and sports equipment.
- Respond to inquiries received in the Residence Life common email in English and assist staff in contacting other departments when needed.
- Assist with Residence Life programs and events, including designing posters, coordinating event logistics, marketing, and evaluating such activities for assessment.
- Update Residence Life websites, Campus Labs webpage and social media platform with updated content and photos.
- Coordinate student files and reports and maintain confidentiality.
- Develop and manage shared drive for files and photos for Student Affairs Office.
- Attend and engage in all shifts, trainings, and work shadowing to further develop cross-cultural communication, marketing, event planning and leadership skills needed for this position, and be on time for all sessions.
- Perform miscellaneous job-related duties as assigned.

**Required Qualifications:**

- Currently Bachelor or Master candidate, who can work at Duke Kunshan University for at least 3 months, 6 months and above will be preferred.
- Ability to communicate bilingually (Chinese and English), both orally and in writing.
- Basic knowledge of Student Affairs and Residence Life at Duke Kunshan University.
- Knowledge in Microsoft software, including Excel, Word, and Power Point, etc.
- Ability to work both independently and in a team environment.
- Ability in photography, poster designing, or writing for social media is a plus.