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# Example of Desk Assistant Job Description

Our company is growing rapidly and is looking for a desk assistant. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for desk assistant

* Supports office staff with document production and deliverables (incoming / outgoing)
* Track supplies needed for campus visit bags and ordering more as needed
* Assist with mailings
* Being responsible for the professional and personal development of Level A staff working at the Help Desk
* Driving a culture of customer service and a “can do” attitude amongst the Help Desk team, providing pilots and cabin crew with a friendly and engaging service at all times
* Responding in a timely manner to CX and KA Pilot and Cabin Crew enquires to all Crew Resources related matters
* Maintaining good working relationships with respective sections in CX and KA Flight Operations Department and Inflight Services Delivery Departments and keeping well informed of all matters of potential interests to the Help Desk
* Answering phones, helping visitors and taking messages
* Creating spreadsheets, bulletins, fliers
* Coordinating and accepting all office deliveries

## Qualifications for desk assistant

* Oversee requests, incidents and problems
* 8 - 10 years’ experience in a 24x7x365 environment supporting Service Desk function with experience of team leadership and management reporting (preferably in a global environment)
* Certifications like ITIL Intermediate (Service Operations or CSI Module)
* Experience with a Problem/Incident/Change Management processes & any CRM tool such as Remedy, Service Now
* Strong customer orientation, communications skills (written and oral) and interpersonal are required
* Must have the ability to lead and direct vendors to assist them in their efforts