Desk Assistant (DA) Position Description

Supervised By: Community Development Coordinator

Disclaimer

This position is designed to provide applicants with a general idea of the desk assistant position and expectations and is subject to change. Hired DAs will sign a position agreement which will outline the specific requirements of the position.

PURPOSE OF POSITION

The Desk Assistant is a student staff member who assists the community development of the residence halls by providing excellent customer service at the residence hall front desk. Desk Assistants help residents by answering questions from students and guests, checking out temporary access cards and keys, disbursing packages, answering the phone, and providing general customer service for resources provided at the desks. This position varies in hours per week and ranges from 8-20 hours per week based on availability.

Compensation

Minimum Wage per hour (returning staff receive minimum wage + $0.20 per hour)

PRIMARY DUTIES

Administrative

- Participate in all staff meetings, trainings and in-service meetings.
- Be available to assist in covering desk hours on weekends and/or holidays and in the absence of the Hall Administrative Assistant.
- Answer the phone and general questions at the front desk from residents and guests.
- Log and disperse packages through StarRez as needed to residents.
- Check out temporary access cards and keys to residents when locked out.
- Check out equipment to residents from the Area Desk.
- Complete all required logs at the front desk.
- Maintain confidentiality of student information in accordance with UM Housing and FERPA policies.

Community Development

- Provide excellent customer service while working with residents, both at the front desk and in day-to-day interactions.
- Be available to students during desk hours to answer questions and assist with any concerns they may have.
- Develop a sense of community among the residents with the residence hall.
- Know campus resources and refers students to appropriate University personnel as needed.
- Help residents develop individual respect for one another as well as respect for personal and University property and University policies.

- Be aware of attitudes and behavioral patterns of residents and report any concerning behavior to the Community Development Coordinator and/or Area Coordinator.
- Assist residents in becoming a part of the community, both in the residence hall, as well as at the University of Montana.

Eligibility

The DAs must be enrolled as full-time University of Montana students, but limit their course work to a maximum of 18 credit hours (12 credit hours for graduate student DAs) and must successfully complete at least 12 undergraduate (or 9 graduate credits) each semester. The DAs may only take fewer than 12 undergraduate or 9 graduate credit hours or more than 18 undergraduate or 12 graduate credit hours with prior written permission from the Assistant Director of UM Housing.

The DAs must maintain at least a semester and cumulative grade point average of 2.25. Failure to meet these GPA requirements may result in adverse employment action, up to and including termination. If at any time the DA's semester or cumulative GPA falls below a 1.5 in either semester, the DA will be terminated.

The UM Housing will check DA's academic information each semester upon engagement and this information will be available to the Director, Associate Director, Assistant Directors, and Area Coordinator. DAs must understand the term 'academic information' is for this purpose defined as the term and cumulative grade point average, the number of term and cumulative credit hours taken and completed, and a list of courses enrolled in.

Supervision

Desk Assistants are directly supervised by a Community Development Coordinator. They also work closely with the Area Coordinator, Hall Admin, and other UM Housing staff.

Reassignment

Desk Assistants are expected to understand they may be assigned or reassigned to residence hall duties at the discretion of the UM Housing.

Personal Conduct

Role Model

The DAs are expected to reflect positive behavior and follow all University of Montana Student Code of Conduct requirements, UM Housing policies, and state and federal laws both on and off campus. This role model responsibility is especially important regarding alcohol and drug use.

- Any DA under 21 years old who consumes alcohol will be subject to disciplinary action, up to and including termination.
- Any DA who provides alcohol to students under age 21 will be subject to disciplinary action, up to and including termination.
- Any DA who plays any role in concealing or otherwise facilitating alcohol consumption by students who are under age 21 will be subject to disciplinary action, up to and including termination.
- Any DA 21 years old or older may consume alcohol responsibly with others who are at least 21 years old.
- DAs, even if they are of legal age (21), may not be under the influence of alcohol when they are engaging in any DA capacity, including a desk shift, at programs and events, responding to incidents, interacting with residents, or in any other way acting within their DA position within their community.

- The DAs may not at any time engage in, enter, or remain in any area or premises where illegal drug use is occurring. Illegal drug use is defined by the Student Conduct Code, the Residence Hall Contract, and state and federal laws.
- Any DA who violates the Student Code of Conduct, UM Housing policies, Residence Hall Contract, or any state or federal laws may be subject to disciplinary action, up to and including termination.
- DAs should recognize that as a member of the UM Housing their behaviors and actions are a reflection of the department.

Affirmative Action

Desk Assistants are expected to be familiar with the University of Montana's statement of affirmative action: "The Equal Opportunity and Affirmative Action Office at the University of Montana strives to support a diverse community accepting of all individuals regardless of their race, color, sex, age, religion, creed, marital or familial status, union affiliation, physical or mental disability, sexual orientation, national origin, veteran status, or political beliefs. This office will work to eliminate barriers which inhibit persons from achieving their full potential in education, employment, and other programs and services at the University."

Additionally, DAs are expected to understand they are mandated reporters of sexual harassment, sexual misconduct, relationship violence, and stalking incidents. DAs must understand that if they become aware of any of these incidents that they are required to report these to their direct supervisor immediately, and that this information will be shared with the University of Montana Title IX Office.

Relationships

The DAs are expected to understand that dating and/or having sexual relationships with students engaging in the same residence hall can negatively influence the dynamics of the DA position. Therefore, if such a relationship does or could likely develop, the DA will notify the supervisor immediately. A DA who dates a person in the same residence hall either will be re-assigned residence halls by the DA's own choice, or the DA will be moved and given a new assignment. If a DA dates anyone in the same building or in an area under the responsibility of the DA, the UM Housing Department may require one of the students to move and the DA be moved with a new assignment.

Time Commitments

Position Commitments

The Desk Assistant shall agree to give the Desk Assistant position priority in fulfilling the responsibilities as defined by the position description over other activities exclusive of academic responsibilities. The Desk Assistant shall agree to the following unless given prior approval in advance and in writing from the Director, Associate Director, or Assistant Directors of UM Housing.

Desk Assistants are expected to attend and actively participate in Desk Assistant staff training, in-service trainings, and monthly staff meetings.

Time Commitments
The Desk Assistant week is designed to be 8-20 hours per week, but may work up to 29 hours per week. The DA may not work more than 29 hours per week.

Outside Commitment
The DAs are expected not to accept or retain other assistantships or part-time employment which negatively affects the ability of the DA to fulfill DA duties.

Customer Service

Availability to Residents and Guests
Desk Assistants are expected to maintain availability and visibility with students and guests and staff during scheduled shifts at the residence hall desks. DAs are expected to greet residents and guests as they enter the building, and prioritize assisting residents and guests at the desk over other projects or assignments.

Maintenance Concerns
The DAs are expected to visually assess maintenance issues and ask the appropriate questions before calling UM HOUSING On-Call or the maintenance staff. DAs will then follow the proper procedure for calling out the maintenance personnel for emergency situations.

Confidentiality
Desk Assistants are expected to maintain confidentiality concerning all resident information. All conversations concerning residents and other staff must happen in private areas and only with necessary persons.

Appropriate Use of Keys and Access Cards
Desk Assistants are expected to understand that the Desk Assistant position requires them to be responsible for keys and/or access cards that provide access to residents' rooms and University of Montana UM Housing buildings. This responsibility must be taken very seriously and Desk Assistants will follow all UM Housing key and access card policies. If a Desk Assistant loses a key and/or an access card, they must notify their supervisor immediately. If a Desk Assistant loses a key and/or access card, this may result in termination.

Administrative Duties
Desk Assistants are expected to assist with all administrative duties as assigned.