



UNIVERSITY of
DENVER

STUDENT LIFE

Housing & Residential Education

POSITION/JOB DESCRIPTION

JOB TITLE:

**Housing & Residential Education
Summer Desk Assistant with on-call responsibilities**

Housing & Residential Education (HRE) at the University of Denver plays an integral role in the education and development of students. In addition to supporting students' academic endeavors, the Department seeks to provide students with a safe, nurturing, and challenging residential environment that promotes personal growth. The Department is especially committed to building community and valuing all types of diversity within that community. It is our hope that, in addition to experiencing academic success, students will develop critical life skills while living in the residential environment, including communication and confrontation skills, leadership skills, an appreciation for diversity, and competent social skills.

The Desk Assistant is a vital part of the Housing & Residential Education, working in direct service to students. In addition to being a student themselves (you need not be taking summer courses) the Desk Assistant has many different roles, including acting as a leader, a peer counselor, a policy enforcer, a resource person, an educator, and a positive role model for both students and staff. The Desk Assistant should model strong leadership characteristics such as responsibility, positive attitude, fairness, enthusiasm, flexibility, commitment, integrity, good time management and communication skills, and a willingness to learn and work as a team member. The Desk Assistant reports directly to the Desk Manager of the Apartments, and will receive direction from several professional staff members.

SPECIFIC DUTIES

The Desk Assistant is expected to fulfill the following duties, in addition to others that may be assigned throughout the summer. The Desk Assistant must be available to start work on **Saturday, June 10, 2017** and must be able to work through **Tuesday, September 5, 2017**. (Negotiable depending on the availability of the other summer staff members). The Desk Assistant will work from 8:00am – 6:00pm Monday – Saturday, at the Apartments Office desk in University Place.

TRAINING

1. Participate in training/orientation sessions during the Spring Quarter (tentatively planned for May 21st) prior to employment.

ADMINISTRATION

1. Customer service in the Apartments office: answering telephones, helping with walk-in traffic, trouble-shooting student and parent concerns.
2. Assist with check-in and check-out procedures. This includes completing apartment/room inventory forms and other paperwork as residents check-in and check-out. Facilitate the



UNIVERSITY of DENVER

STUDENT LIFE

Housing & Residential Education

process for students moving between the residential facilities. The second week in June and the last two weeks in August are high move-in/move-out times, and will require more hours during that time.

3. Participate in a rotating summer duty schedule with other DAs. Carry the duty phone between **6pm and 10am Monday-Saturday** when scheduled to do so, as well as hold the phone **all day on Sunday**. You must remain within 10 minutes of campus at all times, must respond to all calls, must sleep on campus, and must conduct rounds in all buildings 4 times a week.
4. Desk Assistants may expect to respond to noise complaints, facilities issues, or any number of other resident concerns, and will work with professional staff members for consultation and in emergency situations.
5. Summer mail and package coordination
6. Report maintenance and custodial problems as quickly as possible.
7. Other duties as assigned.

COMMUNITY DEVELOPMENT

1. Plan and post creative informational bulletin boards for the residents.
2. Foster relationships with individual residents by remaining accessible and approachable. This may include advising students on a variety of issues.
3. Assist with conflict mediation among residents, enforce University of Denver and Housing & Residential Education policies, and take part in confrontation and judicial procedures for residents who violate policies.
4. Promote a respect for diversity within the residence community.

TEAMWORK

1. Attend staff meetings as scheduled.
2. Consult with and support other staff members as needed.
3. Maintain a positive attitude and a willingness to work effectively with other staff members.

EVALUATION

The Desk Assistant will receive formal written and or verbal warnings in the case that job requirements are not sufficiently met. Continued failure to meet job requirements may result in probationary status and/or termination from employment. The Desk Assistant would have the opportunity to be heard and to appeal any decisions in such a case. In the event of termination for cause, the Desk Assistant may choose to either pay a prorated portion of the housing charges (based on date of termination) or move off campus.

REQUIREMENTS

1. In the case The Desk Assistant has other employment during the summer quarter; he/she will need to be available to cover duty between 6:00pm and 10:00am on a rotating schedule during weekday evenings, and on weekends.
2. Previous residence hall staff experience is preferred for this position.



UNIVERSITY *of* DENVER

STUDENT LIFE

Housing & Residential Education

3. The Desk Assistant must be willing to accept other duties as determined and assigned by professional staff members of Housing and Residential Education.
4. The Desk Assistant must be flexible and open to meeting the changing needs of the summer residence community.
5. Desk Assistant must be both academically and judicially in good standing with University.
6. Appropriate office dress is expected when in the office.

COMPENSATION

The summer Desk Assistant position is a live-in position. Throughout the term of the contract, the Desk Assistant may expect to work up to 19.75 hours each week, plus carry a duty phone as determined by the schedule, with increased workloads at the beginning and end of the summer quarter. The Desk Assistant must work a minimum of 6 hours a week and covers duty (on a rotating basis) in exchange for an on-campus housing assignment. The rest of the time worked at the desk (up to 13.75 hours/week) will be paid at an hourly rate of \$10.