



Assistant Desk Manager Job Description 2017-2018

Housing and 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.

In addition to facilitating academic success, student staff members help residents:

- Make informed and ethical choices,
- Expand an awareness, understanding and appreciation of diversity,
- Assume self-responsibility,
- Develop a sense of belonging,
- Acquire new knowledge and skills, and
- Develop critical thinking skills.

The Assistant Desk Manager (ADM) is a vital part of Housing and Residential Education, working in direct service to the students. In addition to being a student himself/herself, the ADM has many different roles including acting as a leader, assisting in the supervision of Desk Assistants, enforcing policies, and serving as a resource, an educator, and a positive role model for both students and staff. The ADM 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 ADM reports directly to the Desk Manager of his/her desk. The ADM position is a 10-month, part-time job. Throughout the term of the contract, the ADM should expect to work an average of 10 and up to 15 hours each week, with increased workloads at the beginning and end of each quarter.

There are five Assistant Desk Manager positions, which assist with managing the front desk operations in Johnson-McFarlane Hall, Centennial Halls, Centennial Towers, Nagel Hall and Nelson Hall. All five front desks operate on a 24-hour basis throughout the academic year. Two or more front desks will be open for limited hours during the Winter Break period to service international students, athletes, and students staying for interterm classes and all residence hall desks will be open on a 24-hour during Spring Break as well.

SPECIFIC DUTIES

The ADM is expected to fulfill the following duties, in addition to others that may be assigned throughout the year.

Training

1. Return to campus in the third week of August to attend ADM training and assist in the training of his/her desk staff.
2. Participate in additional training days for the ADM position throughout the academic year.
3. Help train DAs on desk procedures, mail/package procedures, providing strong customer service, facility ownership, security, key and emergency procedures.

Supervision

1. Help in training and supporting desk assistant staff (including workstudy and non-workstudy students).
2. Aid in the coordination and facilitation of desk staff meetings.
3. Uphold and help to enforce all desk policies and procedures.
4. Implement, maintain, schedule and train on all mail operations, mail forwarding, mailboxes and mail shifts.
5. Help facilitate desk meetings throughout the academic year with his/her Desk Manager.
6. Assist in scheduling shifts with his/her Desk Manager.

Administration

1. Assist in the check-in and checkout processes.
2. Assist with/perform key inventory.

3. Assist in the hiring, training and re-training of desk assistants.
4. Replenish desk supplies as needed.
5. Work with the Desk Manager to implement and maintain DA appreciation.
6. Assist in performance evaluations for Desk Assistants.
7. Maintain the appearance of the front desk (including, but not limited to, decorating, creating nametags, organizing postings and fliers).

Community Development

1. Model ownership and pride in facility.
2. Maintain a professional demeanor and attitude at all times.
3. Foster relationships with residents and desk assistants by remaining accessible and approachable.
4. Follow and enforce University of Denver and HRE policies
5. Serve as an information source to residents and parents about university and community services.
6. Consistently encourage involvement and personal responsibility from desk assistants and residents.
7. Keep desk assistants and residents informed of important university and community events.
8. Promote an appreciation and respect for diversity within the building community.
9. Be a positive role model for residents, desk assistants, and other staff members.
10. Support and implement the mission and goals of HRE and the University of Denver.
11. Respect and maintain student and staff confidentiality, except in cases that may be dangerous to individuals and/or the greater community.

Teamwork

1. Attend DM/ADM team meetings at specified times throughout the year.
2. Consult with and support other staff members as needed.
3. Collaborate with other departments and offices on campus, as well as local community agencies.
4. Maintain a positive attitude and a willingness to work effectively with other staff members.
5. Maintain open communication with his/her supervisor and other staff members.

Evaluation

1. The ADM will receive informal feedback from his/her supervisor and other professional staff throughout the year.
2. The ADM will receive a written evaluation during the Fall and Spring Quarters to be discussed with the supervisor.
3. The ADM will have the opportunity to offer formal feedback to his/her supervisor at scheduled times, and is encouraged to offer informal feedback throughout the year.
4. The ADM will receive formal written and/or verbal warnings in the event that job requirements are not sufficiently met. Continued failure to meet job requirements may result in probationary status and/or termination from employment.

REQUIREMENTS

1. The ADM must maintain enrollment as an undergraduate or graduate student at the University of Denver.
2. The ADM must maintain a cumulative grade point average of 2.25 or higher.
3. The ADM must return to campus in August for the fall training session.
4. The ADM must be present and participate in the fall opening of his/her building.
5. The ADM must work and share responsibilities with the DM over Spring Break.
6. The ADM must stay to assist in the closing and turnover of his/her residence hall at the end of fall quarter and the end of the academic year.
7. The ADM must be flexible and open to meeting the changing needs of the residence community.
8. Permission to leave campus for an extended period of time (i.e. vacation) during the academic year must be granted by the supervisor.

COMPENSATION

The ADM position is a 10-month, part-time job. Throughout the term of the contract, the ADM should expect to work an average of 5 and up to 20 hours each week, with increased workloads at the beginning and end of each quarter. A substantial portion of this work includes evening and weekend hours. Each ADM will receive a \$11.00 per hour compensation.

Please note: A position with Housing and Residential Education will likely affect your financial aid package.