



Desk Assistant 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
- Develop critical thinking skills

The Desk Assistant (DA) 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 DA has many different roles including acting as a leader, enforcing policies, and serving as a resource, an educator, and a positive role model for both students and staff. The DA 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 DA reports directly to the Desk Manager of his/her desk. The DA position is a 10-month, part-time job. Throughout the term of the contract, the DA should expect to work anywhere from 5 and up to 20 hours each week. The number of DAs varies from building to building. The buildings in which they work include: The Apartments (located in University Place), 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, except the Apartments desk which has limited hours. Several 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

Each DA is expected to fulfill the following responsibilities, in addition to other that may be assigned throughout the year.

Training

1. Participate in two paid training days facilitated by the Desk Manager (DM) on August 28th and August 29th.
2. Shadow other desk assistants to become familiar with desk procedures.
3. Participate in additional training days throughout the academic year as assigned by the DM.

Administration

1. Record hours worked in the Kronos timekeeping system.
2. Trouble-shoot problems that occur with front desk operations.

3. Maintain a clean and organized front desk and lobby area.
4. Assist with check-in and checkout procedures during the year. This includes reviewing room inventory forms, completing check-in packets, and checking residents in via StarRez.
5. Complete paperwork and administrative assignments in a timely manner. Including but not limited to equipment check out, emergency procedures, key issues, inventory forms, etc.
6. Complete incident reports accurately and in a timely manner (immediately when possible).
7. Report maintenance and custodial issues online or to the Administrator On Call (AOC) and show residents how to enter maintenance and custodial work requests online.
8. Process mail and packages and communicate with the DM when issues arise.
9. Assist residents with lock out keys and other key issues.
10. Read and maintain the desk log which is used to sign in and out of the desk, inventory lock-out and equipment keys, and inventory other equipment and desk supplies.
11. Checkout and check-in desk equipment to residents (e.g. movies, vacuums, dollies, and games)
12. Keep the Desk Manager and/or professional staff members informed about concerns, incidents, etc. regarding desk operations.
13. Be consistent with desk procedures (e.g. checking out equipment, charging proper fees, filling out necessary logs, etc.).
14. Maintain a professional appearance, and a courteous, helpful attitude.
15. Keep up-to-date on general HRE policies and procedures (meal plan changes, move-in/move-out dates etc) to be able to answer questions in an informed, professional, and courteous manner.
16. Sort mail received for residents.
17. Sort, track and log packages for residents received throughout the day.

Safety and Security

1. Check in all overnight guests at the front desk.
2. Verify residents and give them keys for only their room when doing lockouts.
3. Never give out a resident's room number or personal information.
4. Confront policy violations that occur in the desk area.
5. Know emergency procedures and when it is appropriate to contact RAs on duty, AOC, and/or Campus Safety.

Community Development / Customer Service

1. Serve as an information source to residents and parents about university and community services.
2. Respect and maintain student and staff confidentiality, except in cases that may be dangerous to individuals and/or the greater community.
3. Consistently encourage involvement and personal responsibility from staff and residents.
4. Keep staff and residents informed of important university and community events.
5. Promote an appreciation and respect for diversity within the building community.
6. Be a positive role model for residents and other staff members.
7. Support and implement the mission and goals of the HRE and the University of Denver.
8. Model ownership and pride in facility.
9. Maintain a professional demeanor and attitude at all times.
10. Foster relationships with individual residents and staff by remaining accessible and approachable.
11. Attend desk meetings throughout the quarters as scheduled by the DM.
12. Role model and abide by all HRE and DU policies, as outlined in the Guide to Residence Living and the Code of Student Conduct.
13. Take the extra mile to engage with students.

Teamwork

1. Consult with and support other staff members as needed.
2. Be flexible and open to meeting the changing needs of the residence community.
3. Support staff by covering and trading shift when necessary.
4. Collaborate with other departments and offices on campus, as well as local community agencies.

5. Maintain a positive attitude and a willingness to work effectively with other staff members.
6. Maintain open communication with your supervisor and other staff members.

Evaluation

1. The DM and other professional staff members will give informal feedback throughout the year.
2. Written evaluations will be received from the DM at a scheduled time in the beginning of Winter quarter. These evaluations will be discussed with the supervisor.
3. The DA will also have the opportunity to offer formal feedback through anonymous survey at the end of Fall quarter and is encouraged to offer informal feedback throughout the year.
4. Formal written and or verbal warnings will be given 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. If you are an RA, and are terminated from your position as the desk, you will also be terminated from the RA position.

Requirements

1. The DA must attend desk meetings and trainings.
2. The DA must be flexible and open to meeting the changing needs of the residence community.
3. The DA must maintain enrollment as an undergraduate or graduate student at the University of Denver during his/her term.
4. The DA must maintain a cumulative grade point average of 2.25 or higher. Falling below this average will result in an evaluation by the DM.
5. The DA must be willing to accept other duties as determined and assigned by the DM or professional staff members of HRE.

Compensation

Work-Study or Non Work-Study base pay is \$9.30/hour. A ten-cent raise will be awarded for each past year of experience as a DA with HRE. There is a shift differential of \$1.00 per hour more between the hours of 12AM-6AM (these hours may vary for each desk). DAs who are awarded Work Study funds are expected to use their award for their DA position, unless they are already using it for a position elsewhere on campus.