



Housing and Residential Education Position Description DESK MANAGER 2018-2019

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 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 Desk Manager (DM) is a vital part of Housing and Residential Education, working in direct service to students. In addition to being a student himself/herself, the DM has many different roles, including acting as a leader, a supervisor of Desk Assistants, a policy enforcer, a resource person, an educator, and a positive role model for both students and staff. The DM 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 DM oversees full operations processes of the building they are assigned to including the Desk Operations, key systems, closing and move in, to name a few. The DM reports directly to both the Graduate Assistant for Housing and the Director of Housing, but will also receive direction from other professional staff members.

There are six Desk Manager Positions, which manage the front desk operations in the Apartments, Johnson-McFarlane Hall, Centennial Halls, Centennial Towers, Nagel Hall and Nelson Hall/Hilltop Apartment. Centennial Halls, Johnson-McFarlane Hall, and Centennial Towers house primarily first year students. Nelson Hall, Nagel Hall, Summit Apartments, and Hilltop Apartments house primarily second year students. The apartments typically house upper class students. All five residence hall front desk operations function on a 24-hour basis throughout the academic year. The Apartments Office has limited hours and open during the summer. Due to the operations of the Apartments front desk, the Desk Manager is required to work desk shifts to cover desk hours. The Towers and Nelson Desk will be open for limited hours during the Winter Break period to service international students, athletes, and students staying for interterm classes and winter break.

COMPENSATION

The DM position is a 10-month, part-time, live-in position. Throughout the term of the contract, the DM should expect to work an average of 20-25 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 DM receives a single apartment (one-bedroom apartment or single room in a suite), a full meal plan, and \$4000.00 stipend for compensation.

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

SPECIFIC DUTIES

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

Training

1. Participate in training sessions during the Spring Quarter prior to employment. Either online or in person.
2. Return to campus approximately four weeks prior to the beginning of Fall Quarter for intensive training with other HRE staff members. For returning staff members, this may include helping with the training of new Desk Managers.
3. Participate in additional training days throughout the academic year.
4. Desk Managers will also train DAs on desk procedures.

Supervision

1. Hire, train, and supervise desk staff (including work-study students, non-work-study students and Assistant Desk Manager).
2. Train desk staff on providing strong customer service and facility ownership.
3. Train desk staff about security, key, and emergency procedures.
4. Coordinate and facilitate desk staff meetings.
5. Spend time bi-weekly with each DA during shift to model correct behavior, praise and challenge performance, and build relationships.
6. Hold desk staff accountable by addressing issues pertaining to the operation of the desk in a timely manner.

Administration

1. Schedule desk shift coverage and establish a system for desk assistants to cover shifts.
2. Process payroll paperwork and timesheets.
3. Maintain complete key inventory using a database system.
4. Maintain lock-out key card system.
5. Order and follow-up on lock changes and temporary locks and keys.
6. Monitor key inventory on a weekly basis.
7. Organize, create and restock desk supplies, equipment and logs.

8. Trouble-shoot problems that occur with front desk operations.
9. Create system for reporting of facilities issues.
10. Develop a system for maintaining a clean and organized front desk and lobby area at all times.
11. Complete paperwork and administrative assignments in a timely manner, and expect that new tasks may be assigned with relatively short notice throughout the year.
12. Coordinate opening and closing of the desks and check-in and check-out procedures prior to Fall Quarter, at the end of Spring Quarter, and other times during the year when residents arrive late or leave early.
13. Monitor mail and package distribution, follow up on issues and problems.
14. Desk Managers will be required to work 20-25 hours per week with at least 10 of those hours being designated office hours. At least one office hour must be scheduled every weekday.

Community Development

1. Model ownership and pride in facility.
2. Demonstrate an on-going commitment to the principles of multiculturalism and diversity through hiring practices, training and development programming, campus collaborations, or involvement and participation in university/divisional multiculturalism and diversity projects or initiatives.
3. Maintain a professional demeanor and attitude at all times.
4. Foster relationships with individual residents and desk assistants by remaining accessible and approachable.
5. Assist with conflict mediation between and among desk assistants and other residents, if necessary. Follow and enforce University of Denver and housing and Residential Education policies, and take part in confrontation for residents who violate policies.
6. Serve as an information source to residents and parents about university and community services.
7. Respect and maintain student and staff confidentiality, except in cases that may be dangerous to individuals and/or the greater community.
8. Consistently encourage involvement and personal responsibility from desk assistants and residents.
9. Keep desk assistants and residents informed of important university and community events.
10. Promote an appreciation and respect for diversity within the building community.
11. Be a positive role model for residents, desk assistants, and other staff members.
12. Support and implement the mission and goals of the HRE and the University of Denver.
13. Learn and be supportive to an all-gender environment.

Teamwork

1. Attend weekly one-on-one meetings with the supervisor.
2. Attend weekly DM team meetings.
3. Attend monthly meetings to maintain proper communication with the RD/GRD of the building.
4. Consult with and support other staff members as needed.
5. Collaborate with other departments and offices on campus, as well as local community agencies.
6. Maintain a positive attitude and a willingness to work effectively with other staff members.
7. Maintain open communication with your supervisor and other staff members.

EVALUATION

1. The DM will receive informal feedback from his/her supervisor and other professional staff members throughout the year. In addition, s/he will receive a written evaluation during the Fall and Spring Quarters to be discussed with the supervisor. The DM will also have the opportunity to offer formal feedback to his/her supervisor at scheduled times, and is encouraged to offer informal feedback throughout the year.
2. The DM will receive written evaluations from his/her desk assistants at scheduled times during the year. These will be discussed with his/her supervisor.
3. The DM 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.

REQUIREMENTS

1. The DM must maintain full-time enrollment as a student on the quarter system at the University of Denver during their term.
2. The DM must maintain a cumulative grade point average of 2.75 or higher.
3. The DM must return to campus for the fall training session, must remain on campus until the day after all residence halls closed and must be present on campus at least one day before the early arrival students return to the residence halls at the beginning of Winter Quarter. In addition, because some of the residence halls remain open for a portion of the winter break period, all DMs will be required to work a portion of the break, which includes being on call and preparing for opening. If the DM chooses to stay in their apartments they will be required to work a certain amount of unpaid hours to be able to stay in their apartment over winter break. The DM must also be available to work for at least part of Spring Break, and must remain on campus for a week after the end of Spring Quarter to assist with the transition to the summer staff.
4. The DM must attend staff meetings.
5. The DM must be willing to accept other duties as determined and assigned by professional staff members of HRE.
6. The DM must be flexible and open to meeting the changing needs of the residence community.
7. Permission to leave campus for an extended period of time (i.e. vacation) during the academic year must be granted by the supervisor in coordination with other professional staff members.
8. DMs will be assigned to live in the proximity of the building where they work.