

University of Dayton  
**Department of  
Housing &  
Residence Life**

210 Gosiger Hall  
300 College Park  
Dayton, Ohio 45469-0950  
937-229-3317



# Housing and Residence Life **Desk Assistant** Application Information 2014-2015

**Attached are the following forms:**

Welcome Letter  
Position Description and Application Process  
Information & Timeline  
Application Requirements  
Frequently Asked Questions (FAQs)



## Welcome to Housing & Residence Life Selection Process!

Dear Applicant,

We are excited that you are considering applying for a student staff position within the office of Housing and Residence Life as we cannot wait to begin the selection process as we look to select a group of student leaders for our many residential areas on campus.

Please take the time to review the process, timeline and the job description for the Student Desk Assistant position. Applications for this position will be available **Monday, February 17, 2014**.

All Desk Assistant applications are due **Wednesday, March 5, 2014**.

Questions regarding the timeline, process, or the position can be directed to the Housing and Residence Life Office via Joyce Kling at [jkling1@udayton.edu](mailto:jkling1@udayton.edu), the Department of Housing and Residence Life at (937) 229-1348 or by visiting the Office located at 210 Gosiger Hall.

Thank you for inquiring about this student leadership opportunity.

Sincerely,

The Department of Housing & Residence Life

### **Selection Committee Members:**

Christina Smith	Director of Residence Life ( <i>Advisor</i> )
Danielle Szlag	Coordinator for Co-Curricular Learning ( <i>Advisor</i> )
Morgan Wagner	Area Coordinator, Marianist ( <i>Chair</i> )
Shawn Claxton	Residence Coordinator, Marycrest
Erika Whitkorn	Residence Coordinator, VWK

## Desk Assistant Job Description

The Desk Assistant will contribute to the mission of Housing & Residence Life and the University of Dayton by assisting with the daily operations of the residence hall desks. Responsibilities include, but are not limited to, collaborating with all Housing & Residence Life staff in monitoring the halls for safety & security issues, contacting appropriate staff for maintenance concerns, maintaining desk organization and extending a high level of customer service. Key areas of responsibility are: safety & security, maintenance, customer service, key management, desk management, equipment distribution, room set-up, mailroom operations & package distribution.

Desk shifts needing coverage throughout the academic year are as follows:

- Weekdays (Mon-Fri) – 8am to 4pm; 4pm to 12am; 12am to 8am, 1 hour lunch shifts that vary by area
- Weekends (Sat-Sun) – 8am to 4pm; 4pm to 12am; 12am to 8am
- Mailroom/Package Room shifts vary by area

\*Most shifts are during the evening hours and on the weekends. Students are expected to work during most University holidays.

## Minimum Qualifications

- Must have at least a 2.50 GPA
- Must have completed at least one (1) year of college by August 2014
- Must be in good standing with the University: disciplinary, financial, and academic
- Must be enrolled at the University of Dayton with a minimum of six (6) credit hours per semester as an undergraduate or three (3) credit hours per semester as a graduate student
- Must be available to work evening, weekend, overnight, and holiday shifts
- Must be able to attend April, August, and January trainings

## Preferred Qualifications

- Demonstrated and successful experience working with people from diverse backgrounds.
- Knowledge of and sensitivity to a Catholic Marianist work environment
- Familiarity with desk work

## How to apply

1. Visit [jobs.udayton.edu](http://jobs.udayton.edu)
2. Search keywords: "Desk Assistant"

\*\*\* Please note, you will find several listings for Desk Assistants as each area on campus with a residential desk will be hiring. The areas are as follows:

- Marycrest
- VWK
- Marianist
- Founders
- Stuart Complex
- Campus South
- Lawnview
- Student Neighborhood

You will be considered only for the desk for which you apply so the more desks that you apply to, the greater opportunities you will have to be considered.

## Information & Timeline

### Timeline

February 17 <sup>th</sup> :	Applications go live on <a href="http://jobs.udayton.edu">jobs.udayton.edu</a>
February 17 <sup>th</sup> :	First information session in Science Center Auditorium (114), 6:00pm-7:00pm
February 25 <sup>th</sup> :	Second information session in VWK Main, 2:00pm-3:00pm
March 5 <sup>th</sup> :	Application for Position Closes
March 7 <sup>th</sup> :	Interview invitations are emailed out with information on how to sign up for interviews
March 10 <sup>th</sup> -26 <sup>th</sup> :	Desk Assistant Interviews will be held
March 31 <sup>st</sup> :	Offer letters sent via email
April 7 <sup>th</sup> :	Desk Assistant acceptance due
April 13 <sup>th</sup> :	Mandatory Spring Meet and Greet Meeting for all new hires

### **Information Sessions**

Each applicant may consider attending an information session as part of the application process. There are two Information Sessions to choose from.

<b>Date</b>	<b>Time</b>	<b>Location</b>
Monday, February 17	6:00pm-7:00pm	Science Center Auditorium (114)
Tuesday, February 25	2:00pm-3:00pm	VWK Main

### **Application Deadline**

The application deadline is Wednesday, March 5, 2014. All applications should be submitted, electronically at [jobs.udayton.edu](http://jobs.udayton.edu)

### **Individual Interview**

Each applicant will be interviewed by staff members from the Department of Housing & Residence Life. Applicant interviews will occur between March 10<sup>th</sup> and March 26<sup>th</sup>, 2014. An email will be sent out to applicants (to student udayton.edu Gmail addresses) March 7<sup>th</sup> with directions on how to schedule this interview.

### **Job Offers**

Desk Assistant Decision letters will be e-mailed beginning March 31<sup>st</sup>, 2014.

### **Acceptance Notification**

Students receiving an offer for a Desk Assistant position or Alternate status must submit a form (the link for this form will be included in the job offer letters) by April 7<sup>th</sup>, 2014.

## Student Desk Assistant Commitment Calendar 2014-2015

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**Purpose:** To help each Desk Assistant plan for department activities that require attendance. This calendar also serves as notification of busy times of the year (i.e. check-in and check-out) that may require additional time commitments.

Date	Time	Commitment Affects	What
Sunday, April 13, 2014	3:00-5:00pm	All Desk Assistants	Spring Meet and Greet*
Friday, August 8, 2014	After 3:00pm	All Desk Assistants	Begin move-in to assignments
Sunday, August 10, 2014	6:00pm	All Desk Assistants	Must be moved into assignment
Monday, August 11, 2014- Friday, August 22, 2014	All Day	All Desk Assistants, GCAs, RAs and Fellows	Undergraduate Leadership Institute (ULI) & Desk Prep*
Saturday, August 23- Sunday, August 24, 2014	All Day	Campus	Move-in Weekend
Wednesday, August 27, 2014	8:00am	Campus	Classes Begin
Friday, December 12, 2014; Sunday, December 14, 2014	6:00pm; 12:00pm	All Halls	Closing
Sunday, January 4, 2015	8:00am	Select Halls	Early Arrival; Desks re-open
Wednesday, January 7, 2015	6:00pm	All Desk Assistants	Return from break
Thursday, January 8, 2015- Saturday January 10, 2015	All Day	All Desk Assistants, GCAs, RAs and Fellows	Winter Rejuvenation Training & Desk Prep*
Sunday, January 11, 2015	8:00am	All Halls	Opening
Monday, January 12, 2015	8:00am	Campus	Classes Begin
Friday, May 1, 2015; Monday, May 6, 2015	6:00pm; 12:00pm	All Halls	Closing

\*Attendance at all trainings is required.

\*\*Desk Assistants will be required to attend monthly staff meetings on a day and time agreed upon by the staff designated by the Area Coordinator.

### **Holidays and Special Dates that Desk Assistants may be required to work:**

August 31-September 1, 2014:	Labor Day Weekend
October 8-October 12, 2014:	Fall Break
October 30-November 2, 2014:	Halloween Weekend
November 25-November 30, 2014:	Thanksgiving Break
December 12-December 14, 2014:	Winter Closing Weekend
January 4-January 11, 2015:	Spring Semester Opening/Early Arrivals
March 4-March 8, 2015:	Spring Break
March 17, 2015:	St. Patrick's Day
April 1-April 6, 2015:	Easter Break

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## Benefits of Working as a Desk Assistant

- Opportunity to interact with peers, parents, and professional staff members
- Professional Development opportunities only available to Housing and Residence Life staff
- Benefits of early arrival during summer and winter return
- Invitation to HRL opening and end-of-year banquets
- Invitation to HRL winter celebration party

## Skills and Qualities important to the Desk Assistant Positions

- Strong customer service
- Timeliness and dependability
- Friendliness
- Willingness to help others
- Ability to think on the spot
- Ability to utilize resources
- Critical thinking skills

## Responsibilities, Tasks and Opportunities Typical of a Desk Assistant (not exhaustive)

- Monitor lobby area traffic
- Observe all security monitors and alarm systems for emergencies or issues
- Intervene in the event of a safety situation, disturbance, or emergency and contacting the appropriate personnel
- Monitor door access system
- Contact appropriate personnel to un-prop doors
- Verify ID via intercom before opening locked entry
- Participate in and assist with fire evacuation procedures
- Maintain confidentiality of roster information
- Contact the Facilities Management Troubleshooter for after-hours maintenance and emergency repairs
- Input work orders for maintenance issues
- Create and post signs related to maintenance issues
- Answer all incoming telephone calls
- Greet guests and assist residents at the desk
- Respond to FAQs and direct accordingly
- Maintain a service-oriented atmosphere
- Distribute file keys & temp cards when residents are locked out of rooms.
- Distribute lock change keys and update appropriate records
- Distribute room change keys and update appropriate records
- Update daily logs (file key & temp card , maintenance and housekeeping request , updates, meeting room usage, key sign-outs, etc.)
- Keep desk area and materials neat and organized
- File/distribute materials/documents to mailboxes
- Cleaning – including but not limited to vacuums, brooms, and mops
- Recreation – including but not limited to pool sticks, pool cues, ping pong paddles and balls
- Be available during major move-in and move-out periods (August & May)
- Check rooms for vacancy
- Utilize designated computer software to check residents in and out
- File returned keys (check-out)
- Distribute keys (check-in)
- Handle all aspects of mail and package handling including but not limited to logging, sorting and distributing mail and packages according to policy
- Set up meeting chairs and tables in lobbies and meeting rooms as necessary.
- Attend and participate in all trainings and meetings associated with the desk assistant position (meetings are typically Fridays at 3:30pm)
- Understand and abide by the policies and procedures set forth in the desk manual.
- Collect and label lost-and-found items
- Assist with opening and closing of building
- Communicate with RAs any behaviors needing addressed
- Make copies
- Assist with collecting data for the purpose of a Community Development plan
- Assist with the implementation of area's Community Development plan
- Participate in Housing and Residence Life Workgroups (optional)
- Assist with completion of bulletin boards for lobby
- Make copies, file paperwork, send emails per supervisor's request
- Participate in In-area Committee work (optional and varies by area)
- Participate in in-service opportunities (optional)