

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

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Housing and Residence Life **Desk Assistant** Application Information 2016-2017

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 15, 2016**.

All Desk Assistant applications will close **Wednesday, March 11, 2016**.

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, the Department of Housing and Residence Life at (937) 229-3519

Thank you for inquiring about this student leadership opportunity.

Sincerely,
The Department of Housing & Residence Life

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/Sorting shifts vary by area

**Most shifts are during the evening hours and on the weekends. Students are required to work one holiday per semester.*

Minimum Qualifications

- Must have completed at least one (1) year of college by August 2016
- Must be in good standing with the University: disciplinary (not on probation), financial, and academic
- Must be available to work evening, weekend, overnight, and holiday weekend shifts. These holiday shifts include Halloween, Thanksgiving, St. Patty's Day, and Easter.
- 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 Hire a Flyer.
2. Search keywords: "Desk Assistant".

Information & Timeline

Timeline

Feb. 15 (Mon.)	Applications go live on Hire-A-Flyer
Feb. 18 (Thurs.)	Information Session at VWK Main, 5pm-6pm
Feb. 23 (Tues.)	Information Session at VWK Main, 4pm-5pm
Mar. 11 (Fri.)	Application for position closes
Mar. 14 – Apr. 1	Interviews
Apr. 8th (Fri.)	Offer letters sent via email
Apr. 13 (Weds.)	Offer acceptance due
Apr. 17 (Sun.)	Mandatory Spring Meet and Greet for all new and returning staff

Information Sessions

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

Date	Time	Location
Thursday, Feb. 18	5:00pm – 6:00pm	VWK Main
Tuesday, Feb. 22	4:00pm –5:00pm	VWK Main

Application Deadline

The application deadline is Wednesday, March 11, 2016. All applications should be submitted, electronically on Hire-A-Flyer.

Individual Interview

Each applicant will be interviewed by staff members from the Department of Housing & Residence Life. Applicant interviews will occur between March 14th and April 1st, 2016. An email will be sent out to applicants with directions on how to schedule this interview.

Job Offers

Desk Assistant decision letters will be emailed beginning April 8th, 2016.

Acceptance Notification

Students receiving an offer for a Desk Assistant position or alternate status must submit a form (link will be included in the job offer letters) by April 13th, 2016.

Student Desk Assistant Commitment Calendar 2016-2017

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 17, 2016	3:00pm-5:00pm	All Desk Assistants	Spring Meet and Greet*
Friday, August 5, 2016	After 3:00pm	All Desk Assistants	Begin move-in to assignments
Sunday, August 7, 2016	6:00pm	All Desk Assistants	Must be moved into assignment
Monday, August 8, 2016- Friday, August 19, 2016	All Day	All Desk Assistants, GCAs, RAs and Fellows	Undergraduate Leadership Institute (ULI) & Desk Prep*
Saturday, August 20- Sunday, August 21, 2016	All Day	Campus	Move-in Weekend
Wednesday, August 24, 2016	8:00am	Campus	Classes Begin
Friday, December 16, 2016; Monday, December 19, 2016	6:00pm;12:00pm	All Halls	Closing
Sunday, January 8, 2017	8:00am	Select Halls	Early Arrival; Desks re-open
Wednesday, January 11, 2017	5:00pm	All Desk Assistants	Return from break
Wednesday, January 11, 2017- Friday, January 13, 2017	All Day	All Desk Assistants, GCAs, RAs and Fellows	Winter Rejuvenation Training & Desk Prep*
Sunday, January 15, 2017	8:00am	All Halls	Opening
Tuesday, January 17, 2017	8:00am	Campus	Classes Begin
Friday, May 5, 2017; Monday, May 8, 2017	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 supervisor.

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

September 2-September 5, 2016:	Labor Day Weekend
October 7-October 12, 2016:	Fall Break
October 28-October 31 (Mon.), 2016:	Halloween Weekend
November 22-November 27, 2016:	Thanksgiving Break
December 16-December 19, 2016:	Winter Closing Weekend
January 11-January 13 2017:	Rejuvenation
January 15-January 17, 2017:	Spring Semester Opening/Early Arrivals
March 1-March 6, 2017:	Spring Break
March 17, 2017:	St. Patrick's Day
April 12-April 17, 2017:	Easter Break

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 Public Safety 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
- 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)
- 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
- 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 the implementation of area's residential curriculum
- 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)

Desk Assistant Frequently Asked Questions (FAQs)

Q: If I wish to apply to be a DA but I am planning to graduate next December will I be eligible?

A: *Because the Department of Housing and Residence Life maintains a strong alternate pool of other qualified candidates, it is possible for a student to be hired if he/she is planning to graduate mid-year. If this applies to you, it will be important that you communicate this during the interview process. Although we prefer to maintain a consistent staff for the duration of the academic year, we hire throughout the year and many of our desk staff graduate mid-year and are replaced by new hires.*

Q: Can I be a Desk Assistant as a graduate student?

A: *Yes! In addition to being able to serve as a Desk Assistant you can also consider one of our Resident Coordinator positions which are only available to graduate students. For more information visit <http://www.udayton.edu/flyersfirst/financialaid/grad/assistantships.php>*

Q: What if a student wants to apply for DA but will be studying abroad next term during interviews and roundtables?

A: *As we recognize that studying abroad and co-ops/internships are a fantastic developmental opportunity for students that oftentimes take place during our recruitment time, the Department of Housing and Residence Life is committed to working with interested candidates to ensure that they can still participate in the process and be fully considered. If this applies to you, please contact us at 937-229-3519 (request to speak with Joyce Kling) and we will navigate the options available to you. Typically this entails either a phone interview and/or Skype session.*

Q: What is the dress code for Interviews?

A: *Individual Interviews are more formal in nature and therefore candidates are asked to arrive dressed in business casual attire (e.g. Slacks, dress pants, khakis, skirts or dresses, etc.).*

Q: How much will I be paid as a Desk Assistant?

A: *Desk Assistant pay varies depending upon the days and times of shifts. Any shifts that occur between the hours of midnight and 8am receive a minimum wage hourly pay rate (currently \$8.10). Desk Assistants are not eligible to receive overtime compensation due to limitations on the number of hours that can be worked during the academic year. Paychecks are issued on the 10th and 25th of the month.*

Q: When do we have to be back on campus for training? (Summer and Winter)

A: *All staff members are required to return back to campus two weeks prior to move-in weekend. Typically staff are asked to return the Sunday before Undergraduate Leadership Institute (ULI) training begins. Staff members must negotiate with summer employment, co-ops/internships and study abroad experiences in order to ensure that they return on time for training as it is a critical time for the development of skills, understanding of position responsibilities and formation and strengthening of staff relationships.*

If staff members are enrolled in credit-bearing classes during the two weeks of ULI, he/she must discuss this with his/her supervisor prior to ULI to determine whether or not it will be possible for him/her to miss training as a result or if he/she will need to step down from the position.

As for winter training (Rejuvenation), all staff are required to return to campus as early as one week prior to the re-opening of campus and as late as the Wednesday prior to Spring Classes resuming. Training will take place that Wednesday night, Thursday and Friday. Any conflicts with attending Winter Rejuvenation must be discussed with your supervisor, in advance, in order to determine whether or not you may be excused.

For the 2016-2017 academic year, training dates are tentatively scheduled as follows:

- *August 5 -August 7, 2016- Staff members move back to campus*
- *August 8 - August 19, 2016- ULI begins*
- *January 11, 2017- Staff return to campus for Winter Rejuvenation Training*
- *January 11, 2017- January 13, 2017 Rejuvenation Training*

Q: What if we aren't able to attend part of training?

A: *Any conflicts with attending mandatory training must be discussed with your supervisor, in advance, in order to determine whether or not you may be excused.*

Q: What if I can't work move-in day/weekend?

A: *Because of the magnitude of move-in weekend, HRL operates on an "all hands on deck" mindset. That being said, it is expected that all student employees, including DAs, plan to be available to assist with shifts at that time. In the event that you have a major conflict with working move in, you will need to discuss this with your supervisor, in advance, to determine whether or not you can be excused.*

Q: What if I can't work a holiday because I am planning to travel home?

A: *Because all desks must stay in operation 24 hours a day, with the exception of winter break, Desk Assistants will be expected to be available for holidays, including those that fall during their regularly assigned shifts. Weeks that are critical for HRL and will be important to keep in mind are the following:*

- *Opening Weekend/Move-in*
- *The first weekend after classes begin*
- *Labor Day*
- *Family Weekend*
- *Halloween Weekend*
- *Winter Closing*
- *St. Patrick's Day & St. Patrick's Day Weekend (staff are also expected to work hours on these dates, in addition to not requesting leave)*
- *Easter Weekend*
- *Closing Weekend (Graduating Seniors are included in this; however, working hours are scheduled with commencement ceremonies in mind)*

Q: How do I get a parking pass for my area?

A: *Desk Assistants are not given passes for the areas that they work. However, most desks have a temporary parking pass that staff can use along with a valid parking permit during limited (evening) hours to allow them to park near their building of employment. In addition, student permits are valid in any single letter lot between the hours of 4:00pm to 8:30am Monday through Friday and all day Saturday and Sunday. All temporary parking passes should be kept at the desk when not in use and must be returned at the end of each shift.*

Q: How do we sign up for shifts?

A: *Every area operates under the jurisdiction of that area's supervisor and therefore the means by which scheduling occurs will vary. Typically, DAs sign up for regular weekly hours that repeat for an entire semester and are able to trade shifts throughout the semester in the event that they have a conflict with one of their regular shifts. All DAs must work a minimum of 8 hours a week in order to maintain their employment and must not exceed 20 hours a week.*

If you have questions, contact Joyce Kling at jkling1@udayton.edu or by calling (937) 229-3519