

## 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 937-229-3520 (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 2015-2016 academic year, training dates are tentatively scheduled as follows:*

- *August 7-August 9, 2015- Staff members move back to campus*
- *August 10, 2015- ULI begins*
- *January 13, 2016- Staff return to campus for Winter Rejuvenation Training*
- *January 13-15, 2016- 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)
- 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.