

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

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Housing and Residence Life Guest Check-in Attendant 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 **Tuesday, February 16, 2016**.

All Desk Assistant applications are due **Friday, 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) 229-1348 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:

Joi Garrett Scales	Assistant Director, Housing Operations and Conference Services
Nicholas Howell	Area Coordinator, Campus South
Nicholas Jobe	Graduate Assistant, Guest and Conference Services
Omar Memon	Graduate Assistant, IT/Web Specialist

Guest Check-in Attendant Job Description

The Guest Check-in Attendant will contribute to the mission of Housing & Residence Life and the University of Dayton by assisting with the safety & security of the residence halls. Accordingly, it is important for the Guest Check-in Attendant to understand and abide by the policies and procedures set forth in the *Student Standards of Behavior*. Key areas of responsibility will be safety & security, customer service, and guest check-in/check-out.

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

- Weekends (Thurs-Sun) – 9pm to 3am
- High-traffic holidays and other event hours may vary

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

Minimum Qualifications

- Must have completed at least one (1) year of college by August 2016
- 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 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
2. Search keywords: "Guest Check-in Attendant"

*** Please note, GCAs work in each area on campus with a residential desk. The areas are as follows:

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

You will be considered for *all* areas, so it is not necessary to search for separate applications for each area. If you are offered the position, you will be able to select area preferences, but you may still be asked to work in multiple areas throughout the academic year.

Information & Timeline

Timeline

February 16 th :	Applications go live on jobs.udayton.edu
February 18 th :	First information session in VWK Main, 5:00pm-7:00pm
February 22 nd :	Second information session in VWK Main, 2:00pm-4:00pm
March 11 th :	Application for Position Closes
Mid-March:	Interview invitations are emailed out with information on how to sign up for interviews
Mid-/Late March:	Guest Check-in Attendant Interviews will be held
Early April:	Offer letters sent via email
April 13 th :	GCA acceptance due

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, February 18	5:00pm-7:00pm	VWK Main
Monday, February 22	2:00pm-4:00pm	VWK Main

Application Deadline

The application deadline is Friday, March 11, 2016. All applications should be submitted electronically at jobs.udayton.edu

Individual Interview

Each applicant will be interviewed by staff members from the Department of Housing & Residence Life. Applicant interviews will occur in mid-March. An email will be sent out to applicants (to student udayton.edu Gmail addresses) with directions on how to schedule this interview.

Job Offers

Guest Check-in Attendant Decision letters will be e-mailed at the beginning of April 2016.

Acceptance Notification

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

Student Guest Check-in Attendant Commitment Calendar 2016-2017

Purpose: To help each GCA 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
Friday, August 12, 2016	After 3:00pm	All GCAs	Begin move-in to assignments
Sunday, August 14, 2014	6:00pm	All GCAs	Must be moved into assignment
Monday, August 15, 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
Thursday, October 27- Monday, October 31, 2016	All Day	All GCAs	Halloween Weekend
Friday, December 16, 2016; Sunday, December 18, 2016	6:00pm; 12:00pm	All Halls	Closing
Sunday, January 8, 2017	8:00am	Select Halls	Early Arrival; Desks re- open
Tuesday, January 10, 2017	6:00pm	All GCAs	Return from break
Wednesday, January 11- 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
Thursday, March 16-Sunday, March 19, 2017	All Day	All GCAs	Saint Patrick's Day Weekend
Friday, May 1, 2015; Monday, May 6, 2015	6:00pm; 12:00pm	All Halls	Closing

*Attendance at all trainings is required.

**Guest Check-in Attendants 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 Guest Check-in Attendants may be required to work:

September 1-September 4, 2016:	Labor Day Weekend
October 27-October 31, 2016:	Halloween Weekend
March 16-March 19, 2016:	Saint Patrick's Day Weekend

Benefits of Working as a Guest Check-in Attendant

- 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 Guest Check-in Attendant Position

- Strong customer service
- Timeliness and dependability
- Friendliness
- Willingness to help others
- Ability to think on the spot
- Ability to utilize resources
- Ability to address potential conflicts or policy infractions
- Critical thinking skills
- Tech savvy

Responsibilities, Tasks and Opportunities Typical of a Guest Check-in Attendant (not exhaustive)

- Monitoring incoming traffic to the residential wings of the residence hall.
- Utilizing Building Verification Software and StarRez to verify resident status for access into residential wings of the residence hall during restricted hours.
- Maintaining confidentiality of student and guest information.
- Calling the Desk Assistant, Resident Assistant, and/or Public Safety staff for assistance if there is a disturbance at the entrance to the residential wings of the residence hall.
- Completing exterior building rounds twice per shift and un-propping doors.
- Submitting work orders for broken/inoperative door locks/latches, card access points, ground-level window screens, lights, and/or any other utilities that affect the safety and security of the residence hall.
- Tracking and documenting information appropriately.
- Greet guests and residents with a pleasant demeanor.
- Respond to FAQs and direct accordingly.
- Restrict access by non-residents while maintaining the respect and integrity of the position and the Department.
- Utilize StarRez to check guests in (and out).
- Collaborate with Operations Assistant and Desk Assistant staff to provide guest receipts.
- Perform other duties as assigned.