

BOWIE STATE UNIVERSITY POSITION DESCRIPTION

Title: Desk Assistant	PIN: N/A (Contractual)
Job Group:	Job Class Code:
Department: Office of Residence Life	Grade/Pay Level:
Departmental Approval By: Director of Residence Life	Date:
Human Resources Approval By:	

REPORTS TO: Resident Director and Director of Residence Life

PURPOSE:

The Desk Assistant is a part-time employee of the Office of Residence Life and reports directly to the Resident Director and ultimately to the Director of Residence Life. The Desk Assistant (DA) is responsible for providing security safety and service for the residence halls.

1. SPECIFIC RESPONSIBILITIES:

- a. Assist in securing the building by checking a photo ID of everyone entering the building to ensure that no strangers are in the lobby.
- b. Contacting Public Safety when their assistance is needed. Students living in the residence halls must show a Residence Life ID.
- c. Answer desk telephone in a professional manner, giving out information and taking messages for students.
- d. Monitor the proper sign-in and sign-out of guests and visitors.
- e. Record any unusual activity in the Front Desk Log.
- f. Complete incident report when appropriate.
- g. Equipment and game sign-out.
- h. Collect maintenance requests and forwarding them to the Resident Director or the Residence Life Central Office.
- i. Key distribution at check-in and key collection at checkout.
- j. Providing information to students.
- k. Public Relations.
- l. Responsible for cleanliness of the lobby area.
- m. Post and remove information in the lobby.
- n. Perform clerical duties as assigned by the Resident Director.

2. AS A MEMBER OF THE OFFICE OF RESIDENCE LIFE:

- a. Be responsible for providing safety, security and service to resident students.

- b. Be fair and consistent in following the established rules, regulations, and procedures.
- c. Be a good role model for other students.
- d. Work within the system to maintain a high quality desk operation for the students.
- e. Refer students to appropriate people when they require assistance that you cannot provide.
- f. Perform other duties as needed by the Office of Residence Life.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- a. The Desk Assistant must have a minimum 2.50 semester and cumulative GPA to apply for the position. To continue in the position, you must maintain a 2.50 semester and a 2.50 cumulative GPA. If the semester and the cumulative GPA average falls below 2.50, the Desk Assistant will be on academic probation for the following semester. If it falls below 2.50 while on probation, it will result in automatic termination.
- b. Must live on campus.
- c. Must have a completed application on file in the Residence Life Office prior to the application deadline.

MINIMUM TRAINING & EXPERIENCE:

- a. The Desk Assistant is expected to attend a 1-day fall and 1-day spring workshop and any staff in-service meetings as directed.
- b. Each Desk Assistant is expected to attend any special emergency meetings, which may be called by the Office of Residence Life or by the Resident Director.
- c. Each Desk Assistant is expected to attend a mid-semester formal evaluation session per semester with his/her Resident Director.

CONDITIONS OF EMPLOYMENT:

- a. Termination Prior to Beginning Employment

Prior to the time employment begins, if in the opinion of the Office of Residence Life staff, the Desk Assistant (DA) fails to maintain the minimum (2.50 cum grade point average) academic requirements or fails to adhere to a standard of behavior consistent with the DA position, the staff offer may be withdrawn.

- b. Reasons for Termination during the Academic Year

Termination from the DA position can result from breach of the contract, or breach of Residence Life rules and regulations, and/or from unsatisfactory performance. For example: a DA may perform extremely well and violate the terms of the DA agreement regarding grades or building regulations; or the DA may abide by the agreement but not have the skills and/or motivation necessary to succeed in the position. Termination for violation of the DA agreement may be automatic. Termination for unsatisfactory performance will generally only be considered after the staff member's direct supervisor has made oral and written efforts to point out those areas, which need improvement. And help the DA improve his/her skills and performance through personal support, guidance and regular evaluation.

c. Termination at the end of the Academic Year

The DA position is for one academic year. Staff must therefore, go through a reapplication process to be considered for rehiring. All hiring decisions are contingent upon the approval of the DA's direct supervisor, the Resident Director and the Director of Residence Life.

d. Procedures for Termination

In all cases, the decision to terminate will reside with the Director of Residence Life. Any appeals following dismissals may be initially submitted to the Director of Residence Life within (2) two working days of receipt of written notice of termination. In all cases, where termination is being considered during the year, consultation between the Desk Assistant & the Resident Director must take place prior to termination. Termination at the end of the agreement period will not require such a process since this agreement expires at the end of that period.

e. Dismissal from the University

Desk Assistants are immediately terminated from his/her position upon withdrawal from the college.