



Desk Assistant Job Description

Eligible Applicants: Undergraduate- Women's College Students, Graduate/ Doctoral Students

Immediate Supervisor: Graduate Residence Coordinator of Doyle and Director of Housing & Residence Life

General Function:

The Desk Assistant (DA) is a student staff member employed by the Office of Housing & Residence Life. The DA is responsible for assisting the Graduate Residence Coordinator (GRCs), the Resident Advisor (RAs), and the Director of Housing & Residence Life in the effective administration of the residence hall. This is accomplished through working at the Front Desk of the building and performing related tasks as assigned by the GRC or Director of Housing. Desk Assistants are expected to behave in a mature and responsible manner, using good judgment, abiding by local and institutional policies, and maintaining exemplary scholarship. The DA student staff also serves as the alternate resident advisor pool of student leaders who train alongside the RA staff. In the event that an active RA can no longer fulfill their duties and responsibilities, students part of this staff group will be immediately considered.

Minimum Acceptable Qualifications

- ***Academic***

At the time of application, the candidate must have a minimum of 12 completed semester hours at Notre Dame of Maryland and a NDMU GPA of 2.5. Upon offer and acceptance of position, DAs must earn 12-16 credit hours per semester unless prior approval otherwise is obtained from the Director of Housing & Residence Life. DAs must also maintain a semester and cumulative 2.5 GPA.

- ***University Residence Life Experience***

Prior on-campus living experience preferred but not required.

- ***Knowledge, Skills, and Abilities***

Applicants must show knowledge of the University and/or the residence hall system, of University and Residence Life policies and procedures. Applicants must also have the following abilities: to communicate well in group and individual situations; to establish rapport with a wide variety of people; to design and implement experiences to meet specific established goals; and to quickly evaluate crisis situations and respond appropriately.

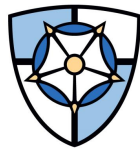
Required Duties and Responsibilities

- **General Needs**
 - Attend and participate in monthly staff meetings
 - Assist in the supervision of the residence hall, responding to all requests and emergencies during duty hours.
 - Perform daily and weekend desk duty and responsibilities.
 - Attend and participate in staff training sessions held prior to the beginning of each semester and throughout the year [typically, August and January training sessions with possibility of additional trainings to be held at the discretion of the Director of Housing & Residence]
 - Contact the appropriate Residence Life administrator on behalf of the residents regarding issues of concern.
 - Attend all scheduled in-services offered during non-meeting times.
 - Perform other tasks as required.

- **Community and Student Development Needs**
 - Relate well to individuals of all ethnic, racial, cultural, and religious backgrounds, encouraging better understanding of cultural diversity and individual differences on the floor and in the residence hall.
 - Respond to all witnessed violations of Residence Life and University policies occurring within any NDMU residence hall. Prepare and submit the appropriate report to the Graduate Residence Coordinator, Director of Housing & Residence Life, and Associate Vice President of the Division of Student Life, within 24 hours.
 - Attend and participate in University hearings when necessary.

- **Administrative Needs**
 - Actively inform residents of pertinent academic and University information.
 - Assist, as requested, in the handling of all emergency situations (e.g., fire, health, safety).
 - Interpret and disseminate to the residents information/directives from Housing & Residence Life.
 - Assist in special events where Housing & Residence Life plays an important role (e.g., Welcome Week, Orientations, Involvement Fairs, Housing Selection, Legacy Leaders Group Process, etc.).

- **Desk duty needs**
 - Regular communication with professional on duty administrator and immediate Residence Life staff [as needed].
 - Report to all desk shifts on time (arriving 10 minutes early) to relieve previous staff member. During this time DAs should be communicating with one another



and resume any tasks that they had not been completed during the previous shift.

- Complete all Front Desk related logs accurately, legibly, and completely.
- Be courteous and helpful in all interactions, including telephone conversations.
- Take complete messages in a professional and legible manner.
- Adhere to established Front Desk dress code and expectations. Maintaining a neat and clean appearance at Front Desk, at all times.
- Maintain positive and open attitude when interacting with staff members, supervisors, public safety, and residents or visitors of the building or apartment complex.
- Assist people who appear to be unfamiliar with the building.
- Assist RAs and Residence Life Staff with laundry room management.

If any of the above expectations are not met, the Desk Assistant may be placed in a probationary status. During that probationary period, the DA will have to make adjustments in her performance to meet those expectations or the staff member may be released from her position.

Compensation:

- Minimum wage as determined by the State of Maryland.

Special note: DAs are allowed to schedule 20 hours maximum per week. DAs must schedule 5 hours minimum weekly in order to maintain position.

Employment begins at a time designated by the Director of Residence Life and is a year-to-year contract. Employment for subsequent years occurs through a re-application process and is contingent upon previous job performance. Reemployment is not guaranteed.