Desk Assistant
2016-2017 Working Agreement
Department of Residence Life • Division of Student Affairs • University of Wisconsin-River Falls

Title: Desk Assistant-Residence Halls
Department: Residence Life
Reports to: Assistant Complex Director (directly), Area Coordinator (indirectly)
Appointment: Academic year (August 31, 2016 - May 12, 2017)
Remuneration: Employment expectations begin the date a staff member accepts the position offered.
Hourly wage: $7.25 per hour, averaging 5-10 hours per week

Fall Training August 31 at 6:00pm to September 2, 2016
Opening Weekend September 3 to September 6, 2016
Fall Semester Closing Shifts through Thursday, December 22, 2016
Spring Semester Opening Shifts beginning Saturday, January 21, 2017
Spring Semester Closing Shifts through Thursday, May 11, 2017
Staff Meetings/1-1 Times As assigned

Position Summary
The Desk assistant contributes to and helps develop community among hall residents. The Desk Assistant is responsible for the front desk operation of a particular hall/area, specifically administrative duties, check-in and out procedures, building security, mail sorting, and assisting residents, staff, and visitors at the Residence Hall front desk. This position is part of the Department of Residence Life in the Division of Student Affairs and requires evening and weekend hours.

Responsibilities
This list is not meant to be a comprehensive list of job responsibilities, there will be situations and circumstances that arise which will require staff to perform other duties as assigned.

A. Serve and assist residents, staff, and guests, with a sincere desire to help others. Greet and direct visitors of facility.
B. Provide for residence hall security by monitoring lobby entry and enforcing the residence hall restricted individuals list
C. Report damages, utility or equipment failure, and emergency maintenance or custodial needs.
D. Help foster a sense of community through various programming initiatives.
E. Develop positive working relationships with residents, area desk staff, Resident Assistants (RA), Hall Directors (HD), and Assistant Complex Director (ACD).
F. Assist with administrative tasks as directed by the ACD.
G. Keep the ACD and the CD informed of concerns expressed by desk staff and residents that are related to the residence hall operation.
H. Remain familiar with check-in and out procedures for opening and closing periods.
I. Sort mail and follow appropriate mail handling procedures.
J. Attend monthly meetings of Desk Staff and meetings as scheduled with hall RA and desk staff.
K. Read and be familiar with all information contained in training materials and manuals.
L. Accept additional responsibilities as appropriate by the ACD and Residence Life.

Qualifications and Conditions of Employment

A. Must be enrolled as full-time student, 12 undergraduate credits or more, during the period of employment.
B. Must reside on campus during time of employment.
C. Must maintain a minimum cumulative GPA 2.0 before and during employment. If a DA’s cumulative GPA falls below a 2.0, it will result in termination from the position. Upon signing the working agreement, if a DA has a Semester GPA below 2.0 (but maintains a cumulative GPA above
a 2.0) they will be placed on Residence Life Academic Probation for the term of one semester. If
the DA fails to raise their next semester GPA to a 2.0, it will result in termination from the position.
D. Must be available to attend fall training, regular staff meetings, other activities, and all required
dates.

Termination/Resignation
The following behaviors, if committed by a Desk Assistant, are considered serious enough to warrant conduct
referral, disciplinary action and/or termination from the DA position. Please note that this is not a
comprehensive list. In the event that a DA is allegedly involved in a violation of Residence Hall and/or
University policy, the DA as a student is also subject to adjudication through the conduct process of the
University.

- Violation of Residence Hall and/or University policies and regulations.
- Behavior resulting in a felony conviction.
- Behavior resulting in a misdemeanor conviction that casts reasonable doubt on the likelihood of
satisfactory job performance.
- Acts of negligence, depraved indifference and/or incompetence that cast reasonable doubt on the
likelihood of job performance or endanger the safety of a student.
- Misuse or loss of official keys. Loss of a Master key could result in a maximum charge of $500 assessed
to the staff member for re-coring building locks.
- Refusal to comply with reasonable, legitimate and specific direction with regard to responsibilities
expressed or implied in the job description.
- Behavior that can be reasonably considered to be seriously damaging to the ability of the University to
meet its contractual responsibilities including but not limited to; lying, interference with University job
performance, etc.
- The use of alcohol or other drugs which violates any Residence Hall/University and/or State policies or
expectations of DA including but not limited to intoxication while working.

Appeals
A staff member who wishes to appeal their termination must submit a notice to appeal within 48 hours of
termination and a written appeal within six class days of employment termination notice. Staff members who
face termination may appeal such a decision to the Assistant Director of Residence Life, Residence Education.
The appeal meeting with the Assistant Director of Residence Life, Residence Education will serve as the final
appeal for termination of student staff.

The Assistant Director of Residence Life, Residence Education will schedule a meeting with the appealing staff
member to review the circumstances surrounding termination. Any pertinent information to the appeal must
be presented in writing prior to the meeting. Written notification outlining the decision reached in the appeal
meeting will be sent to the appealing staff member.

Upon conclusion of employment the Desk Assistant will return all items to the Assistant Complex Director or
Area Coordinator.

Any violations of the above guidelines will warrant consideration for a formal job performance review or
immediate dismissal from the position and cancellation of all benefits of employment.

This offer is contingent upon final budget approval by the University.

In signing this agreement, I accept the Desk Assistant position and agree to follow staff policies and procedures
as established for this position as well as expectations communicated by the Department of Residence Life and
my supervisor from this date until the end of my employment.

Desk Assistant Name: ________________________________

(Please Print)

Desk Assistant Signature: ___________________________ Date: _____________