The Facilities Office Assistant is a part-time student employee of Residential Life at UMBC who reports directly to the Facilities Work Control Coordinator. Major areas of responsibility are as follows:

- Answer phones and refer to appropriate Residential Life staff
- Respond to questions from faculty, staff, & guests and will provide excellent customer service
- Deal with information that may be confidential in nature
- Sort and close work orders in AiM
- Create work orders in FXIT and distribute work orders to Maintenance Assistants and Tradesmen
- Assist in maintaining work order files and close completed work orders
- Perform clerical duties as assigned (filing, word processing, data entry, typing, duplicating, etc.)
- Perform messenger duties by picking up and delivering mail, when needed
- Use Microsoft Word, Microsoft Excel and any other software design packages
- Escort contractors and guests to appropriate residence halls
- Provide card access with Lenel & Onity systems
- Provide master keys to approved personnel
- Perform other duties as assigned

I. Agreement Requirements

A. This agreement is for the entire employment period and will begin between August 12, 2019 and August 16, 2019 and will end on or before May 25, 2020.
B. If the semester is extended due to inclement weather or for any other reason, the OA will fulfill their responsibilities until the official close of the semester.

II. Remuneration

A. Starting salary for desk assistants is a $10.10 hourly wage.
B. International candidates must have all required paperwork (e.g. a work VISA) to obtain work approval through International Education Services (IES).

III. Academic Responsibilities

A. OAs must maintain full-time status (12 credit hours) and maintain at least a 2.5 semester and cumulative GPA.
B. Should a newly hired OA not meet this requirement at the end of each semester, they will be removed from their position and would be eligible for the OA position during the period of the agreement.
C. OAs are permitted to be on academic probation once at any time during their employment within the OA position. Should they fail to meet the grade requirement twice, the OA will be removed from their position.
D. OAs must be in good conduct standing (not on conduct probation by the time of employment or while employed) and abide by State and Federal law, University policies,
Residential Life policies and procedures, and the Student Code of Conduct while employed by Residential Life.
E. Should an OA be placed on academic probation while on performance probation they will be removed from the position.

IV. Team Member and Departmental Responsibilities
   A. Must be able to work at least 6-10 hours per week if needed (this includes weekend work as needed).
   B. Obtain approval in writing for requests to switch desk shifts from their supervisor prior to the switch.
   C. Be present during assigned desk hours. In addition, OAs are asked to also be available during times of special needs as determined by their supervisor. These times include but are not limited to the following: Opening/Closing Weekends.
   D. OAs must attend mandatory fall training in August 2018 and winter training in January 2019 Note: Training dates may be added or altered.

V. Other employment & Activities
   A. As an OA and student, each OA must put personal limits on their time that facilitate acceptable performance.
   B. OAs will complete the Request for Outside Employment and Other Activities Form at the beginning of each semester of employment.
   C. The OAs primary employment responsibility is to the OA position. All other non-class activities must be requested in writing and approved in advance by the Facilities Coordinator.
      1. This includes, but is not limited to, involvement in intercollegiate/club athletics, student teaching, co-op experiences, and organizational leadership positions. Secondary employment of any kind, on or off campus, is strictly limited and must be approved per the above process.

VI. Administrative Responsibilities
   A. Work collaboratively with the Maintenance Assistants in the Residential Life Facilities Office.
   B. OAs may be asked to provide desk coverage during University closings and/or emergencies. This is decided on a case by case basis by Residential Life Leadership.
   C. Work hours as scheduled by their immediate supervisor and meet with their immediate supervisor one on one when requested.
   D. Read and become familiar with the UMBC Residential Life Rights and Responsibilities Guide and the Office Assistant Manual.
   E. Assist with the completion of front desk projects as determined by their immediate supervisor.
VII. Student Interaction and Customer Service Responsibilities

A. Support Residential Life’s mission to enhance the quality of life for students that life on campus.
B. Promote and maintain a clean, comfortable, high quality facilities with a prompt delivery of service.
C. Assist in the promotion of education for all students and foster a community where diversity of all members of the community is respected.
D. Maintain a positive and professional desk with a customer service orientation.
E. Demonstrate care and support for all students, faculty, and constituents.

VIII. Rules, Regulations and University Policy

A. The OA is expected to abide by all laws, local, state, and federal, and to abide by the rules and regulations of UMBC and Residential Life.

IX. Ongoing Staff Development

A. All staff must attend and successfully complete training prior to the start of each semester opening or assigned by their supervisor. Any exceptions to full attendance must be requested to the OA’s supervisor at least 2 weeks prior to the start of the training period.
B. Each OA is expected to attend a monthly staff meeting.
C. Each OA is expected to attend periodic staff development sessions held during the academic year.
D. Each OA is expected to attend at least one formal evaluation session per semester with their Facilities Coordinator.
E. Each OA should meet with the Facilities Coordinator as needed for the purpose of mutual and ongoing feedback.

X. Additional Expectations

A. Maintaining confidentiality is a serious issue of employment that is an ethical and legal must. Breaches of confidentiality may injure the student and may result in the liability to you and the University plus loss of credibility to Residential Life. Maintaining confidentiality includes:
   1. The OA shall not repeat, transmit, or give individual opinions to other students, visitors, staff members or share information provided by one employee or student within the Office regarding sensitive and/or confidential material with another except to the extent that is necessary to complete specific tasks that have been assigned.
2. The OA shall not remove, duplicate or make electronic or paper copies of any materials from the Office except that is necessary to complete specific tasks that have been assigned.

3. The OA will not access any date or information from any computer or filing system unless directly authorized by their supervisor and will use that data or information only to carry out their assigned task(s).

4. The OA shall not copy or share any images of other students gained through access in databases.

5. The OA will have access to keys/cards which grant them access to rooms within the University. The OA understand that they are to use the keys/cards only within their official capacity as a staff member of Residential Life.

6. Residential Life and UMBC reserves the right to keep and utilize any pictures and videos of staff. Residential Life will use these pictures/videos in publication and recruitment efforts. In addition, the OAs names may be posted in publication from the Office.

7. OAs should not speak on behalf of the department, on their position, to the media. Staff are free to share their thoughts and opinions with the media, including online, that are not connected with their staff position.

8. The OA should recognize that they represent UMBC and Residential Life in various ways, including through social media. The RA should be conscious of their actions and ensure that they are appropriate.

XI. Rehire

A. The OA position is for a specific period, as stated in Section I. OAs interested in serving in the OA position during the following year must reapply. They must meet all current expectations and exceed in some job performance areas and receive the endorsement of their current supervisor prior to being rehired to the position.

B. Rehire is contingent upon the staff member’s continued ability to meet all qualifications, successful completion of tasks, positive written evaluations by their supervisor, demonstrated positive attitude towards Residential Life and customer service, as well as an exhibition of growth in the position.

C. All hiring decisions are contingent upon the approval of the OA’s direct supervisor and the Associate Director of Residential Life.

XII. Consequences for Job Performance Concerns

A. The OA may receive a letter of reprimand from the Facilities Coordinator or be placed on employment probation by the Facilities Coordinator and the Associate Director of Residential Life for unsatisfactory performance. If an OA is on probation and concerns with their job performance continues, the OA’s employment may be terminated.
B. Prior to the time employment begins, if, in the opinion of the Residential Life staff, the OA fails to maintain academic requirements or fails to adhere to a standard of behavior consistent with the OA position, the staff offer may be withdrawn.

C. Termination for unsatisfactory performance will generally only be considered after the staff member’s direct supervisor has made efforts to point out those areas which need improvement and help the OA improve their skills and performance through personal support, guidance, and regular evaluation.

D. In all cases, the decision to terminate will rest with the Director of Residential Life. The specific reason(s) for termination will be provided in writing to the OA. The OA will be given an opportunity to be heard regarding any concerns or questions they have regarding the termination decision. An appeal following dismissal may be submitted to the Associate Director of Residential Life within two (2) working days of receipt of written notice of termination. In all cases, where termination is being considered during the year, consultation among the OA, the Facilities Coordinator, and the Associate Director of Residential Education takes place prior to termination. Termination at the end of the agreement period will not require such a process since the OA agreement expires at the end of that period.

E. An OA is immediately terminated from their position upon withdrawal, suspension, or expulsion from the university. In addition, once responsibility has been assigned and a minimum sanction of Residential Life probation is given, either by taking responsibility or being found responsible by a hearing board, the OA will immediately be removed from their position.

F. All training is mandatory and mission sessions can result in job action, including termination.

I understand that this agreement is NOT all inclusive of the responsibilities of the OA position. Special circumstances may necessitate the assignment of additional responsibilities for a period of time. By signing below, I acknowledge my signature below indicates that I have read and understand the responsibilities and procedures that are associated with the OA position. I accept full responsibility for meeting the guidelines as established in this employment agreement and commit to supporting and promoting a positive image of the UMBC Residential Life program.

____________________________________________________________________________________

Name (print)  
Signature  
Date