



UMBC

RESIDENTIAL LIFE

Information Packet for
2020-2021

Maintenance Assistant
Selection Process

Maintenance Assistant (MA) Job Description

Maintenance Assistants are responsible for maintaining the residential facilities. MAs complete minor repairs and inform staff in our central office of major maintenance problems. A full job description and a list of job responsibilities for this position are available at the end of this information packet.

Application Requirements

Applicants must have a 2.50 cumulative GPA to apply for the position. Successful candidates must maintain a 2.50 cumulative GPA and a 2.25 spring semester GPA and must maintain a 2.50 cumulative GPA and a 2.25 semester GPA for each semester while in the position.

Applicants must be undergraduate students for the 2020-2021 academic year. Applicants who are enrolled in a combined BS/MS program are eligible to apply if they have not yet received their bachelor's degree.

You must be in good conduct standing, which means you cannot be on Disciplinary or Residential Life probation to start the position. You must remain in good judicial standing to continue in the position once hired.

Applicants must also have attended UMBC full-time for at least one semester by the application deadline. Prior experience living in the residential communities is preferred, but not required. If you have worked previously as a paraprofessional for Residential Life but are not one currently, you are eligible to apply through this application process if you meet all other application requirements.

Your application must be completed in full or you will not be able to continue in the selection process.

Compensation

As a MA, you will receive a single room either in an apartment or in a residence hall. You will also receive the Terrific 12 meal plan. If you would like a larger meal plan you will be responsible for the difference in price. You will also receive a \$275 stipend each semester.

If you have questions regarding compensation, please contact the Selection Committee.

Questions?

For any questions regarding this selection process or the AA position please contact RLFXIT@umbc.edu or ResLifeSelection@umbc.edu

Application Process

The final deadline for applications is January 13, 2020 at 11:59pm. The following completed documents are needed to apply: résumé, application, two recommendation forms.

Selection Timeline

Final Application Deadline	January 13, 2020 at 11:59pm
Deadline for References to be Submitted	January 20, 2020 at 11:59pm
Notification of Interview Times/Locations	First Week of February
Individual Interviews	Early-mid February 2020
Strengths Day	February 15, 2020
Strengths Day (Snow Day Back Up)	February 29, 2020
Decision Letters Available	Early-March, 2020

Application To-Do List (a.k.a. HOW TO APPLY)

- Download this Information Packet from the Residential Life website and read it thoroughly.
- Contact the designated people to answer any questions or address concerns.
- Compose or update résumé.
- Meet with Career Services to have résumé critiqued (strongly encouraged).
- Two references must be provided on your application form. It is preferred that at least one is from a Residential Life (student staff or full-time) staff member or other professional position. Please ensure that the information provided is accurate particularly the email address as we will email your references the forms they will need to fill out. References should not be family members or those who can't speak to the qualifications needed for the position.
- Submit completed application online
- Follow up with the two individuals completing reference forms and remind them of the due date (January 20, 2020). All reference forms need to be submitted to Residential Life. Your application packet will not be considered complete until both references are delivered.

Résumé Help

The [Career Center](#) (410-455-2216) offers all students assistance with needs associated with obtaining a job and starting a career, including help with résumés. You are strongly encouraged to have your résumé critiqued before you submit it as part of your application so that your résumé is representative of your academic, extracurricular, and work experiences. The Career Center offers many opportunities for applicants to have their résumé critiqued. You can go to their office during Walk In hours or you can make an appointment to see a career advisor. The Career Center is anxious to help you! Helpful tips can also be found at <http://www.careers.umbc.edu/skills/resumé>.

Standard 15-Minute Walk-In Hours are Monday – Thursday from 2:00-4:00pm and Friday 12:00-4:00pm in Math/Psych 212. Appointments must be scheduled at least 24 hours in advance.

Short Answer Questions

The Maintenance Assistant application requires applicants to answer a series of short answer questions that are located within the application. We recommend that you type your answers into a Word document first and then place your answers into the application.

If you need assistance with your answers please contact the [Writing Center](#) at 410-455-3126. The Writing Center is located on the first floor of the library, next to References. The Writing Center does not require appointments.

Information Sessions about the MA Position

If you are interested in receiving more one-on-one information about the MA position, you can talk to a current MA or one of the Facilities Coordinators. Also, Residential Life will be offering several information sessions throughout the fall semester for you to attend to view a presentation on the positions and get your specific questions answered by our current staff members. You can ask the presenters about their own experiences and learn about each position. Attending an Information Session is not required to apply for a position.

Interview Tips

Part of our selection process is an individual interview with 2-3 of our current staff members. Here are some tips you may want to consider as you prepare for your individual interview.

1. Prepare for your interview – talk to current staff, think about the questions you may like to ask, and think about the kinds of questions you might be asked as well as personal experiences you might be able to reference in your responses.
2. Be on time – arrive 5-10 minutes prior to the scheduled interview time. This will allow you to relax and gather your thoughts before beginning the interview.
3. Professional dress is preferred-- wear clothes that are appropriate in a professional setting. Cardigan sweaters, khaki pants, and button-down shirts are a few options.
4. Be prepared with questions. The interview is a great time to be with current staff and ask them questions you might have about the positions and the office!

Strengths Day Process

If you have not already done so, you will need to take the CliftonStrengths assessment, provided by Residential Life. Then, you will likely be grouped with individuals you have never met before and will be asked to participate, in some activities so that our staff has the opportunity to see your skills, abilities, and tendencies when immersed in a collaborative atmosphere. Here are some things that will help you be successful in group process:

1. The Strengths Day activities are not a competition. We are evaluating you based on your participation in the group. We are not picking a winner at the end.
2. Some of the activities require group discussion, and/or opportunities for leadership. As you prepare for your group process day, be mindful of your own personality and/or leadership style and remember that you are being evaluated on your role/participation in the activities.

3. Most importantly, be yourself. We want to hire the authentic “you” because, ultimately, that is the person we are going to work with for the year.

What do we consider in the Paraprofessional Selection Process?

Every part of the Paraprofessional Selection Process is important and is considered when making final selection decisions. Your past behavior within the residential or campus community is also considered. Factors we evaluate include, but are not limited to:

- ❑ Your application is reviewed for completeness, accuracy, and timeliness. Your short answers are reviewed for depth of thought, coherence of message, and freedom from errors. References are reviewed and reviewers’ comments are considered.
- ❑ The individual interview is designed to judge your understanding of important concepts related to the position, your ability to put those concepts into words, and to provide examples of how you would respond in the position. Questions for each position are different, but all candidates should think about the following topics:
 - How strong communities are built
 - The impact of positive and negative student behavior on a community
 - How you help other students resolve problems or concerns
 - How you work on a team of 14 people
 - How you will handle this new commitment, should you be hired
 - How you will function in an environment that is multicultural and celebrative of difference
 - How you resolve ethical dilemmas and what the importance of role modeling is
 - The role of “customer service” in the position for which you have applied
- ❑ The group process, which is designed to evaluate how you communicate and solve problems in the group environment. Because we can only evaluate what we see you do, it is important that you are active and engaged with the group process experience. Do not feel compelled to act in a way that is not you – “acting” or “forcing it” will not help your score.
- ❑ Ways in which Residential Life or UMBC staff have seen you resolve interpersonal conflicts, positively or negatively contribute to your community, or act in groups (student organizations, on your floor, at programs or events, and so on).

Spring & Fall Training

It is mandatory for all applicants who are hired and who accept the position to attend training sessions throughout the year. If you are hired, the first new paraprofessional training session will be held in April. This session will introduce you to the position and let you know more of the expectations that Residential Life has for you. You will also need to attend a session in the spring to fill out payroll paperwork. There will be a new staff meeting with paraprofessionals from your new staff, as well.

The next training will occur in August and usually begins about two weeks before new students move into the halls. August training is mandatory as well and you cannot be a paraprofessional for the 2020-2021 academic year if you do not attend. Training can be intense as it usually begins around 9:00am and ends in the evening but is also a ton of fun!

Paraprofessional Selection and Housing Selection

Offers for MA positions will be made prior to the deadline to submit housing applications for the next year. If you are offered a position and plan to accept it, you must submit your housing application by the deadline. If you plan to live on-campus next year regardless of whether you are in the position or not, you must submit your housing application by the deadline. If you are unsure that, or know that, you don't want to live-on campus next year, do not submit an application until you are offered a position.

MAs assigned to the apartments and Harbor Hall are able to pick at least one roommate, if they wish.

For questions about how applying for a paraprofessional position will impact your Housing Selection process, contact Operations at 410-455-8832.

Other Residential Life Involvement Opportunities

If you are not hired as a paraprofessional, there are other opportunities for you to get involved with Residential Life which will help to prepare you more for the next time you apply. These opportunities include:

CC – Each community has a CC (Community Council), which is a residential student organization that plans activities and works on improvements for the community. Contact your community director if you are interested in getting involved with your community's CC.

RSA – RSA stands for Resident Student Association. This group governs all of the CCs and helps to create activities and policies for residential students. There are opportunities to get involved on local, regional, and national levels through this organization. If you want more information on how to get involved in RSA, contact Paisley Martin at paisleym@umbc.edu.

Desk Receptionist – Every residential community, except Walker Avenue Apartments, has a desk that is staffed by students. In the residence halls, these desks are open 24 hours a day. Desk receptionist positions are paid hourly and they must also attend mandatory training. If you are interested in applying for a desk staff position, applications will be available on the Residential Life website for the 2020-2021 academic year in March 2020.

Summer Staff – Every summer, Residential Life hires a number of students as conference managers, conference staff, and maintenance assistants. These students assist with summer conferences that are housed in the residential areas and with getting the buildings ready for the next academic year. If you would like to learn more about these positions please contact Residential Life at 410-455-2591.

About the Terms of Employment

The terms of the following agreement is subject to change and is updated regularly. The *Terms of Employment* is provided to give you an overview of the position but are not meant to be indicative of all responsibilities related to the Maintenance Assistant position.

TERMS OF EMPLOYMENT

I. AGREEMENT REQUIREMENTS

- A. This agreement commences on the date published by Residential Life as the first day of Fall pre-service training (usually a date in mid-August) and concludes on the date published by Residential Life as the staff release date. Residential Life reserves the right to change the training dates with a minimum 30 days' notice.
- B. This agreement includes the following time periods:
 - Two weeks prior to the start of the Fall Academic Semester (Fall Training)
 - All of Winter Academic Session, including paraprofessional training one week prior to the start of the Spring Semester.
 - One week after the spring closing of Residential Facilities for the summer. The purpose for the extra time required prior to Fall and Spring opening is to facilitate intense building preparation (blitz) needed to help prepare all communities for opening.
- C. **Mandatory - Maintenance Assistants must return to work one week prior to other paraprofessional staff in the Fall for additional training and work experience.** Residential Life will compensate for additional hours based on job performance.
- D. This agreement includes all holiday and breaks that fall within the duration of the agreement. MAs must provide duty coverage throughout the duration of their agreement, including Thanksgiving, Winter and Spring Break. Schedules will be developed in advance of break periods.
- E. If the semester is extended due to inclement weather or any other reason, the Maintenance Assistant will fulfill their responsibilities until the official close of the semester.

II. REMUNERATION

- A. Maintenance Assistant remuneration during the agreement is room and the Terrific 12 meal board plan (which cannot be reduced).
- B. Room provisions cover Fall, Winter, and Spring semesters. Board provisions cover Fall, Winter and Spring semesters.
- C. When the MA is on duty during vacation periods and weekends in January and meals are not provided by the University, they will receive \$20.00/day or \$10.00/half-day meal stipend instead of meals.
- D. Meals are provided for Maintenance Assistants during the Fall and Spring staff training workshops and during the closing period.
- E. A stipend will be awarded twice each semester. This stipend will total \$275.00 for each semester of a staff member's first two semesters. A staff member's stipend will be increased to a total of \$350.00 per semester once they have completed two semesters of employment. If the staff member is hired after the start of the semester the stipend will be prorated. This stipend may not be awarded if the staff member is terminated or resigns before completion of duties each semester.
- F. Remuneration for the end of Spring semester repair blitz will be room, meals, and the current state minimum wage for hours worked.
- G. Any hours worked above and beyond the regular established hours will be paid at the current state minimum wage hour.
- H. MAs will have their share of their utility bill each month paid by Residential Life (if applicable).

III. ACADEMIC PERFORMANCE

- A. The Maintenance Assistant is limited to an academic load of not less than 12 or more than

19.5 credit hours per semester at UMBC (Fall and Spring Semesters) while a staff member. MAs cannot be enrolled at other campuses. Exceptions to those limits may be approved by Residence Life.

- B. All MAs must maintain at least a cumulative GPA of 2.50 and a minimum 2.25 semester GPA.
 - 1. Should a newly hired MA not meet this requirement at the end of the spring semester they will lose their placement and will not be able to take part in training or be eligible for the MA position during the period of this agreement.
 - 2. Should a MA fail to maintain this standard, they will be placed on MA academic probation for the period of one semester.
- C. MAs are permitted to be on academic probation once at any time during their employment within the MA position. If they fail to meet grade requirements twice, they will be removed from the position.
- D. Should the MA's grades/number of credits enrolled in decrease significantly below the requirements they may be removed from the position immediately.
- E. Should the MA's cumulative GPA fall below a 2.50 they will be removed from the position.
- F. Should the MA be placed on academic probation while on performance probation they will be removed from the position.
- G. All MAs must be undergraduate students or in process of completing a BS/MS program.

IV. OTHER EMPLOYMENT & ACTIVITIES

- A. As a Maintenance Assistant and student, each MA must put personal limits on their time that facilitate acceptable performance.
- B. The Maintenance Assistant's primary employment responsibility is to the MA position. Limited secondary employment of any kind, on or off campus, is not to exceed 10 hours per week and must be requested in writing and approved in advance by the Associate Director or Assistant Director of Facility Services. This also applied to involvement in athletics, student teaching, co-op, and officer positions within student organizations.
- C. During their first semester of employment, Maintenance Assistants may not join a fraternity or sorority.

V. ONGOING STAFF DEVELOPMENT

- A. Each Maintenance Assistant is expected to attend a one-day workshop in the Spring. All staff must attend Fall workshop two weeks prior to Fall semester opening and a Spring workshop prior to Spring semester opening. Each Maintenance Assistant is expected to attend in-service training and all-staff meetings as directed.
- B. Each MA is expected to attend any special/emergency meetings which may be called by Residential Life.
- C. Each MA is expected periodic staff development sessions held during the academic year.
- D. Each Maintenance Assistant is expected to attend at least one formal evaluation session per semester with the Assistant Director of Facility Services or designee. In addition, the Maintenance Assistant should meet with the Assistant Director of Facility Services for the purpose of joint and ongoing feedback.

VI. RESPONSIBILITY FOR TOOLS AND KEYS

The MA is provided with appropriate tools and keys. The MA will sign out tools and keys at the beginning of the employment agreement period on tool and key inventory cards. At termination, an assessment of tools and keys will be made. Responsibility for these tools and keys rest with

the MA. Missing tools and/or keys will be assessed to the MA.

VII. AVAILABILITY & TIME OFF

- A. Each Maintenance Assistant is required to be present in the Residential Facilities when they are assigned duty and to handle any problems which may occur as part of the responsibility. Specific details concerning duty can be found in the Paraprofessional Staff Manual. Additional duty hours may be assigned by Residential Life in an emergency situation.
- B. Each Maintenance Assistant is encouraged to take time off to get away from campus.
- C. The Maintenance Assistant will be available in the residence facilities prior to opening and after closing to assist the Assistant Director for Facility Services.
- D. The Maintenance Assistant is expected to maintain regularly scheduled hours unless the MA arranges coverage by another Maintenance Assistant AND is approved by the Assistant Director of Facility Services to be absent from regular work hours.
- E. MA will participate in an on-call duty rotation. MA Duty will begin at 4:30pm and end at 7:00am (weekly) and is 24 hours a day whenever the university is closed.
- F. The MA is required to be present and will assist with the unplanned needs of the community. This includes times when the University is closed due to inclement weather or other unforeseen circumstances.

VIII. RULES, REGULATIONS AND UNIVERSITY POLICY

The MA 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. BUILDING AND APARTMENT ASSIGNMENT

The Maintenance Assistant's room/apartment and hall/community assignment will be determined by Residential Life. Assignments may be changed depending on Residential Life needs.

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 liability to you and the University plus a loss of credibility to the Residential Life Office. Maintaining confidentiality includes:
 - 1. The MA 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 it is necessary to complete specific tasks that have been assigned.
 - 2. The MA shall not remove, duplicate or make electronic or paper copies of any materials from the Office except that it is necessary to complete specific tasks that have been assigned.
 - 3. The MA will not access any data 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 MA shall not copy or share any images of other students gained through access in databases.
- B. The MA will have access to keys/cards which grant them access to rooms within residential communities at UMBC, specific offices, and/or other rooms within the University. The MA understands that they are to use the keys/cards only within their official capacity as a staff member of Residential Life.

- C. Residential Life and UMBC reserves the right to keep and utilize any pictures and videos of staff. The Office will use these pictures/videos in publications and recruitment efforts. In addition, the MA's names may be posted in publications from the Office.
- D. The MA should not speak on behalf of the department, or their position, to media. Staff are free to share their thoughts and opinions with media, including on-line, that are not connected with their staff position.
- E. The MA should recognize that they represent UMBC and Residential Life in various ways, including through social media. The MA should be conscious of their actions and ensure that they are appropriate.

XI. REHIRE

The MA position is for a specific period, as stated in Section I. MAs interested in serving in the MA position during the following year must reapply. They must be meeting 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. Rehire is contingent upon the staff member's continued ability to meet all qualifications, successful completion of tasks, positive written evaluations by their supervisor, demonstrate a positive attitude towards Residential Life and customer service, as well as the exhibition of growth in the position. MAs that are re-hired will not necessarily receive the same placement from year to year. All hiring decisions are contingent upon the approval of the MA's direct supervisor and the Assistant Director of Facility Services.

XII. CONSEQUENCES FOR NOT COMPLETING FULL-TERM OF THIS AGREEMENT

If the MA resigns or is terminated from this position during the period of this agreement the following will occur:

- A. The MA will not receive their stipend, except in cases where they have completed all tasks associated with the end of the semester.
- B. If the MA wishes to remain living on campus, and space is available, a space will be provided, at their own expense. The cost of this space will be prorated based on the date of separation.
- C. If the MA wishes to no longer live on campus, they will forfeit their housing deposit. However, the MA may receive their deposit back if the circumstances in Section 16 of the Housing License are met. Like any resident, the MA may also file an appeal to the Appeal Committee to refund part, or all, of the housing deposit.
- D. Meal plans will be terminated and prorated based on the separation date.

XIII. CONSEQUENCES FOR JOB PERFORMANCE CONCERNS

- A. The Maintenance Assistant may receive a letter of reprimand or be placed on employment probation by the Associate Director or Assistant Director of Facility Services for unsatisfactory performance. If a Maintenance Assistant is on probation and concerns with their job performance continue, the Maintenance Assistant's employment may be terminated.
- B. Prior to the time employment begins, if, in the opinion of Residential Life staff, the MA fails to maintain the minimum academic requirements or fails to adhere to a standard of behavior consistent with the MA position, the staff offer may be withdrawn.
- C. Termination from the MA position can result from breach of the MA employment agreement, breach of University or Residential Life rules and regulations, and/or from

unsatisfactory performance. For example, an MA may perform extremely well and violate the terms of the MA agreement regarding grades or building regulations; or the MA may abide by the agreement but not have the skills and/or motivation necessary to succeed in the position. Termination for violation of the MA agreement may be automatic. 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 MA improve their skills and performance through personal support, guidance and regular evaluation.

- D. The MA 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 MA's direct supervisor, the Associate Director, and the Director of Residential Life.
- E. In all cases, the decision to terminate will rest with the Director for Residential Life. The specific reason(s) for termination will be provided in writing to the Maintenance Assistant. The MA will also 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 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 MA, the Assistant Director of Facility Services and the Associate Director for Residential Life takes place prior to termination. Termination at the end of the agreement period will not require such a process since the MA agreement expires at the end of that period (see above).
- F. A Maintenance Assistant is immediately terminated from their position upon withdrawal or dismissal from the University.
- G. If a staff member leaves their position during the period of this agreement, for any reason, they may be required to move out of their assigned room.
- H. All training is mandatory and missing sessions can result in job action, including termination.