



UMBC

RESIDENTIAL LIFE

Information Packet for
2023-2024

Maintenance Assistant
Selection Process

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Maintenance Assistant (MA) Job Description

Maintenance Assistants are responsible for maintaining the facilities of all residence halls and apartment buildings (except for Walker Avenue Apartments). The MA completes minor maintenance repairs and works closely with the tradesmen for major maintenance issues. The MA is also responsible for emergency work requests that they might encounter during their required on-call duties. 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 2023-2024 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 conduct 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 MA position please contact RLFXIT@umbc.edu or ResLifeSelection@umbc.edu

Application Process

The final deadline for applications is January 9, 2023 at 11:59pm. The following completed documents are needed to apply: resume, application, two recommendation forms.

Selection Timeline

Final Application Deadline	January 9, 2023 at 11:59pm
Deadline for References to be Submitted	January 16, 2023 at 11:59pm
Notification of Interview Times	Late-January
Individual Interview Process	February 6 – February 24
Group Process	Early-March
Decision Letters Available	Mid-March

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 resume.
- Meet with Career Center staff to have resume 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 by January 9, 2023.
- Follow up with the two individuals completing reference forms and remind them of the due date (January 16, 2023). All reference forms need to be submitted to Residential Life. Your application packet will not be considered complete until both references are delivered.

Resume 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 resumes. You are strongly encouraged to have your resume 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 resume critiqued. The Career Center is anxious to help you!

Appointments may be scheduled online (via [Handshake](#)), or by phone (410-455-2216). All appointments must be scheduled at least 24 hours in advance. Appointments can occur in-person or via Webex.

Be sure to also review [resume and cover letter templates and samples](#) for guidance. In addition, refer to sample resumes in the [Career Guide](#).

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 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 are interviews 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!

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 interviews are 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
- 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).

Alternate Positions

Every year a few applicants are often chosen as alternates. Being chosen as an alternate means that you are qualified for the position, but we did not have enough vacant positions to offer you a job at this time. Frequently, alternates are offered positions over the summer because some people who have been hired decide they are not able to take the job. Additionally, alternates can be offered positions throughout the course of the academic year. If you are not offered a position during the year, alternates are guaranteed employment for the 2024-2025 academic year. This means you do not need to reapply for the same job the next year.

As an alternate, if a position is offered to you and you choose to decline it, you will be removed from the alternate pool and must reapply if you want a position for the next academic year.

Once you receive the letter stating you are an alternate, you must let Residential Life know that you are accepting the position. If you accept the alternate position, you will need to attend all Spring semester and August training sessions.

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 towards the end of the semester. 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 freshmen move into the halls. August training is mandatory as well and you cannot be a paraprofessional for the 2023-2024 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!

If you have concerns regarding mandatory training sessions, you can talk to a current paraprofessional, any graduate assistant for facilities, or contact the Selection Committee.

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 Residential Life housing application by the deadline; you should not complete a Walker Avenue Apartment Application. 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 Assignments at 410-455-2591.

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 Assistant – 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 assistant 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 2023-2024 academic year in February 2023.

Summer Staff – Every summer, Residential Life hires a number of students as project assistants, conference assistants, 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 Position Description and Terms of Employment

The terms of the following agreements are subject to change and are updated regularly. The *Position Description* and *Terms of Employment* are 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.

MAINTENANCE ASSISTANT POSITION DESCRIPTION

The Maintenance Assistant position is a part-time paraprofessional staff member in Residential Life Facilities at UMBC and reports directly to the Facilities Graduate Assistant and ultimately to the Director of Residential Life. This position is considered to be a vital student position in the residential life system. The major functions of the position are described below.

I. SCHEDULED WEEKLY HOURS

- A. Arrive to shifts on time and ready to work
- B. Work with other MA members to complete work order requests submitted online by residents in a timely manner
- C. Assist tradesmen in various larger maintenance issues around campus
- D. Respond to radio calls for current maintenance concerns
- E. Escort contractors around campus providing them access to campus and assistance
- F. Help with regularly scheduled maintenance (i.e., door lock updates, filter replacements, moving cart refurbishments)

II. ON CALL RESPONSIBILITIES

- A. Answer the duty phone promptly and professionally
- B. Respond to emergency calls after hours appropriately and notify the necessary staff members
- C. Record actions taken and report information the following business day
- D. Follow up on after hours calls the follow business day and address any additional concerns

III. STAFF DEVELOPMENT AND TRAINING

- A. Attend biweekly staff meetings for updates and announcements
- B. Be an active participant in summer and winter training
- C. Participate in staff evaluation each semester
- D. Assist in staff selection for following year
 1. Make recommendations for selection of staff members
 2. Participate in the interviews and group process of applicants
 3. Offer observations and input to hiring process
- E. Attend staff events and gatherings (i.e., Training BBQ, End of the Year Banquet)

IV. RESIDENTIAL LIFE STAFF RESPONSIBILITIES

- A. Maintain a high quality of service to residents and guests
- B. Be consistent in following established rules, regulations, and procedures
- C. Utilize resources responsibly

TERMS OF EMPLOYMENT

V. AGREEMENT TERM

- A. This MA Employment Agreement (“Agreement” or “Employment Agreement”), subject to the conditions and requirements set forth herein, is for the entire employment period (“Term”). This Term is inclusive of Fall and Winter training and time after the semester ends to prepare the summer. Residential Life reserves the right to change the training dates. If the semester is extended due to inclement weather or any other reason, this Term will be extended and the MA will fulfill their responsibilities until the official close of the semester earning pro rata additional room and board plan remuneration but not additional stipend. MA employment agreements do not renew automatically for the following academic year. The MA must reapply for consideration for rehire for the following year and employment requires a new employment agreement.
- B. MAs may be required to work during break periods, including Thanksgiving, Winter, Spring Break, and Winter Session prior to Winter training and will be notified about expectations with at least 30 days of notice. Room and board will be provided during any required work period.
- C. If any semester, or session or break period where applicable, is shortened or if either party’s (i.e. University’s or MA’s) performance hereunder is rendered impossible, hazardous, or is otherwise prevented, impaired, or delayed due to sickness, inability to perform, accident, interruption or failure of means of transportation, Act(s) of God, riot, strike, labor difficulty, war (including civil war), embargo, epidemic, pandemic, evacuation, fire, flood, explosion, earthquake, quarantine restriction, any act or order of any civil or military authority, acts of any government, acts of governing authority, and/or any other cause or event, similar or dissimilar, beyond that party’s control (“Force Majeure Event”), then each party’s obligations with respect to this Agreement shall be excused, or suspended if reasonably postponed with appropriate pro rata reductions, and neither party will have any liability in connection therewith. The University reserves the right to maintain the safety of its staff and of the premises by any means, including, but not limited to, suspending or terminating this Agreement.
- D. Both parties (i.e., University and MA) acknowledge and agree that they are entering into this Agreement at a time when COVID-19 has disrupted and caused the termination or cancellation of many contracted services. The parties also acknowledge and agree that, while the COVID-19 response and evolution of impact(s) is current and ongoing, COVID-19 is a Force Majeure event, as defined above, and, with the knowledge that COVID-19 will continue to be a Force Majeure event for purposes of this Agreement, notwithstanding, the parties wish to enter into this Agreement with full knowledge and agreement that this Agreement may be cancelled, terminated, or suspended under the Force Majeure paragraph above. Each party agrees that the cancelling, terminating, or suspending party shall not be responsible for any damages sustained by the other party.

VI. REMUNERATION

- A. MA remuneration during the Agreement is a single room and the Terrific-12 meal board plan (which cannot be reduced). Room and board plan is provided only when the MA is living in their assigned community and responsible for conducting MA duties.
- B. Board meals are not available during breaks, therefore, if the MA is on duty, the MA will receive \$20.00/day or \$10.00/half-day meal stipend.
- C. Room and board are provided for MAs during Fall and Spring staff training and during the opening and closing period.
- D. The MA's room/apartment and hall/community assignment will be determined by Residential Life and may be changed in the sole discretion of Residential Life. The MA must reside in the residence hall/apartment complex to which the MA is assigned as a condition of employment unless administratively moved by Residential Life.
- E. Accommodation requests that impact room assignment and board meal plan will be addressed on an individual basis.
- F. A stipend will be awarded twice each semester. This stipend will total \$275.00 per semester for the MA's first two semesters. An MA's stipend will be increased to a total of \$350.00 per semester once the MA has completed two semesters of employment. If the MA is hired after the start of the semester, then the stipend will be prorated. These semester stipends are not earned or awarded if the MA is terminated or resigns before completion of duties each semester.
- G. Remuneration for the end of Spring semester repair blitz will be room, meals, and the current Maryland minimum wage for hours worked.
- H. Any hours worked above and beyond the regular established hours will be paid at the current Maryland minimum wage.

VII. ACADEMIC PERFORMANCE

- A. The MA is limited to an academic load of not less than 12 nor more than 19.5 credit hours per semester at UMBC (fall and spring semesters) during the Agreement Term. MAs cannot be enrolled at another institution of higher education, without prior written approval from the supervisor. Exception requests to these academic load limits must be submitted by the MA to Residential Life for review prior to the registration deficiency or overage. Approval of the exception is within Residential Life's sole discretion.
- B. All MAs must maintain at least a cumulative GPA of 2.50 and a minimum 2.25 semester GPA. If the MA fails to maintain these GPA requirements, during the Term of the Agreement, the MA will be either be placed on MA academic probation or have this Employment Agreement terminated.
- C. The MA is permitted to be on MA academic probation once at any time during the MA's Residential Life MA employment career. If the MA fails to meet GPA requirements a second time during their MA employment career, this MA Employment Agreement will be terminated voiding any further remuneration as provided in Section II.
- D. A significant decrease in the MA's grades or number of registered credits may result in the termination of this MA Employment Agreement voiding any further remuneration as provided in Section II.
- E. This MA Employment Agreement will be terminated if the MA's cumulative GPA falls below a 2.50 voiding any further remuneration as provided in Section II.
- F. This MA Employment Agreement will be terminated if the MA is placed on MA academic probation while on performance probation voiding any further remuneration as provided in Section II.

- G. The MA must be an undergraduate student or in process of completing a dual enrollment BS/MS program for the duration of the Term.

VIII. OTHER EMPLOYMENT & ACTIVITIES

- A. As an MA and student, the MA must put personal limits on the MA's time that facilitates acceptable MA employment performance.
- B. The MA's primary employment responsibility is to the MA position. All other non-academic activities must be requested in writing and approved in advance by the MA's supervisor. This includes, but is not limited to, involvement in intercollegiate/club athletics, student teaching, applied learning experiences, and organizational leadership positions. Secondary employment of any kind, on or off campus, is strictly limited and must be pre-approved.
- C. The MA may not join a fraternity or sorority during the first semester of MA employment.

IX. ONGOING STAFF DEVELOPMENT

- A. The MA must attend, and fully and successfully complete, training prior to the start of each semester opening or as assigned by their supervisor (see dates in Section I). Any exceptions to full attendance must be requested to the MA's supervisor at least two weeks prior to the start of the training period and will be approved at the supervisor's sole discretion.
- B. MA must attend any special/emergency meetings which may be called by Residential Life or by the MA's supervisor.
- C. MA must attend periodic staff development sessions held during the academic year.
- D. MA must 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.

X. 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.

XI. AVAILABILITY & TIME OFF

- A. Each MA 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 MA is encouraged to take time off to get away from campus.
- C. The MA will be available in the residence facilities prior to opening and after closing to assist the Assistant Director for Facility Services.
- D. The MA 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. The MA will participate in an on-call duty rotation. MA Duty will begin at 5:00pm and end at 8:00am (weekly) and is 24 hours a day whenever the university is closed.

- F. The MA's presence is required in the existence of an emergency condition – such as a power outage or weather-related emergency – and they should remain on campus to assist residents whose safety and well-being could be endangered.

XII. RULES, REGULATIONS AND UNIVERSITY POLICY

- A. 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. The MA is expected to be a role model of behavioral expectations for residents.
- B. The MA is considered a Responsible Employee, per UMBC's Policy on Prohibited Sexual Misconduct, Interpersonal Violence, and Other Related Misconduct, and is required to report disclosures of sexual assault, domestic violence, relationship violence, stalking, sexual harassment, gender-based harassment or discrimination, including discrimination on the basis of sexual orientation, gender identity or expression, or pregnancy.
- C. The MA has a mandatory obligation to report disclosures of instances of child abuse or neglect, or suspected instances of child abuse or neglect, per University System of Maryland policy.

XIII. ADDITIONAL EXPECTATIONS

- A. The MA's contractual and legal obligations regarding University records, files, information and data:
 - 1. The MA shall not repeat, transmit, or share non-public information learned as a result of MA employment except as authorized by Residential Life.
 - 2. The MA shall not remove or make electronic or paper copies of University records except as is necessary to complete tasks authorized by Residential Life.
 - 3. The MA shall not access any University data or information, including from computer or filing system, unless authorized by Residential Life. The MA shall not misuse any such data or information.
 - 4. The MA shall not access any images of University community members unless authorized by Residential Life. The MA shall not misuse such images.
 - 5. The MA must consult with their supervisor or other Residential Life Central Office staff where they are accessing University records and they are unclear regarding their employment obligations or expectations, particularly involving the University records of students, faculty, or staff.
- B. The MA shall not access room keys/cards including to enter rooms or offices without authorization. The MA shall not misuse such room keys/cards.
- C. As an employee, the MA irrevocably gives Residential Life and UMBC permission to use, reproduce, exhibit, alter, and distribute, in any medium, my likeness and voice collected and stored in photographic, video, audio, digital, electronic, or any other medium for any purpose UMBC deems appropriate, including promotional, recruitment, and advertising purposes. As an employee, the MA's name will be published in public forums.
- D. The MA represents UMBC and Residential Life and is not authorized to post on social media in their capacity as an employee of UMBC or officially on behalf of UMBC.

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

If the MA resigns or is terminated from this position during the Term of this Agreement but prior to the published end date in Section I, above:

- A. The MA will not receive the stipend, except where they have completed all tasks associated with the end of the semester.
- B. The MA shall forfeit the remainder of their room and board remuneration and will be re-assigned to other housing space, if available, at Residential Life's sole discretion. If granted housing space, the cost of this space and meal plan will be prorated based on the date of separation and will be charged to the student's account. If the student does not reside on campus, the student will be subject to termination fees and forfeit their housing deposit.

XV. CONSEQUENCES FOR EMPLOYMENT PERFORMANCE CONCERNS

- A. If prior to the start of the Term, the MA fails to maintain the minimum academic requirements or fails to adhere to a standard of behavior consistent with the MA position, as determined in the sole discretion of the University, this MA Employment Agreement will be cancelled.
 - B. A violation of University or Residential Life rules and regulations, and/or unsatisfactory employment performance is grounds for termination of this MA Employment Agreement, although a letter of reprimand or employment probation is available where, in Residential Life's sole discretion, the MA has demonstrated improved judgement, provided mitigating explanation, and sufficient growth in maturity. The MA may receive a letter of reprimand from the MA's supervisor or be placed on employment probation by the MA's supervisor and the Assistant Director of Residential Education for unsatisfactory performance. If the MA is on employment probation and concerns with their employment performance continue, the MA's Employment Agreement may be terminated. A violation of the University's Code of Student Conduct, Undergraduate Student Academic Conduct Policy, or Policy on Prohibited Sexual Misconduct, Interpersonal Violence, and Other Related Misconduct, which results in a minimum of Residential Life or Disciplinary Probation, is grounds for termination of this MA Employment Agreement.
 - C. A meeting among the MA, the MA's supervisor, and the Associate Director of Residential Facilities, or their designee, is typically expected to take place prior to termination. The specific reason(s) for termination will be provided in writing to the MA. The MA will be given an opportunity to be heard regarding any concerns or questions they have regarding the termination decision. The MA's request to be heard, or written appeal, must be received by the Director of Residential Life within two (2) working days of MA's receipt of the written notice of termination. The interview, or review of the written appeal, and final decision regarding the termination will rest with the Director of Residential Life. Termination at the end of the Agreement Term will not require the meeting with the supervisor and Assistant Director due to the imminent expiration of the Employment Agreement.
 - D. This MA Employment Agreement will terminate or be terminated upon withdrawal, suspension, or expulsion of the MA from the University.
-