



Residential Life  
University of Maryland, Baltimore County 1000 Hilltop Circle, Baltimore, MD 21250  
p: 410.455.2591 // reslife.umbc.edu

## **UMBC RESIDENTIAL LIFE DESK ASSISTANT POSITION DESCRIPTION**

The Desk Assistant is a part-time employee of Residential Life at UMBC and reports directly to the Desk Manager and ultimately to the director of Residential Life. The desk assistant is responsible for monitoring security, safety, and service for the residential facilities.

### **I. Specific Responsibilities**

- A. Mail and package distribution: sort mail into mailboxes, contact students and help them sign for packages, forward mail that cannot be delivered in the hall/complex
- B. Provide security including, but not limited to: checking IDs of everyone entering the building, making sure that the lobby is free of unwelcome visitors, and contacting University Police when their assistance is needed
- C. Monitor telephones, provide information, and take messages for students
- D. Monitor proper sign-in and sign-out of guests and visitors, with the exception of the Apartment Community Center and Harbor Hall desks
- E. Serve as liaison between residents and facilities in regards to concerns
- F. Equipment and game sign-out
- G. Respond to after hours emergencies and direct situations to proper personnel
- H. Collect maintenance requests and forward them to the MA
- I. Coordinate the check-in and check-out of residents, including but not limited to: updating card access and housing software system, and issuing Residential ID Stickers
- J. Provide information to students
- K. Public relations
- L. Assume responsibility for cleanliness of the lobby and desk
- M. Post pre-approved information in the lobby and remove outdated information
- N. Perform clerical duties as assigned by the desk manager, Graduate Assistant for Conference & Desk Operations, or Community Director
- O. Staff assigned to a nine month hall, (Potomac, Harbor, Apartment Community Center) must work hours during Fall, Winter, and Spring Breaks

### **II. As a member of Residential Life Team, Desk Assistant must:**

- A. Be responsible for monitoring safety, security and service to residents
- B. Be fair and consistent in following established rules, regulations and procedures
- C. Be a good role model for other students
- D. Work within the system to maintain a high-quality desk operation for students
- E. Refer students to appropriate people when they require assistance that you cannot provide
- F. Perform other duties as needed by Residential Life
- G. Provide coverage with hall openings and closings, prior to the start and end of each semester.
- H. Provide assistance with Desk Assistant interviews during the Spring semester.
- I. Be a part of one committee for the development of staff (Training, Selection, Banquet, etc.), as needed
- J. Remain in good student conduct standing; staff cannot be on RL or disciplinary probation
- K. Desk Assistants assigned to a specific desk team, referred to as Permanent:
  - a. Must work an average of 12 hours per week, including overnight, late night, and early morning, and weekend shifts at their assigned desk.
  - b. Attend regular desk staff meetings
  - c. Attend other evaluations during the semester as required by the desk manager
- L. Desk Assistants that are not assigned to a specific desk team, referred to as Alternate/Floater:
  - a. These staff members are not required to, nor are they guaranteed 12 hours a week; they are welcome to pick

- up shifts at any desk on an as needed basis, but are not to exceed more than 20 hours a week.
- b. Must work at least 4 shifts each semester to maintain employment.
- c. Attend monthly Alternate/Floater desk assistant staff meetings, led by Graduate Assistant for Desk & Conference Operations to maintain employment.
- d. May be reassigned to a Permanent Desk Assistant position at any time, if a vacancy is created.

### **III. Workshop and In-Service Training requires that all desk staff**

- A. Complete all required supplemental (online) training in addition to in-person training sessions.
- B. Attend Fall (approximately five days) and Spring (approximately three days) training prior to the start of the semester.
- C. Attend Fall (October) and Spring (March/April) all staff in-service meeting as directed
- D. Attend any special/emergency meetings called by Residential Life Professional staff or the desk manager
- E. Attend a mid-semester formal evaluation session per semester with their desk manager

### **IV. Consequences for Poor Job Performance**

- A. Letter of Reprimand or Employment Probation. The staff member may receive a letter of reprimand from the Desk Manager or Graduate Assistant for Conference & Desk Operations or be placed on employment probation for unsatisfactory performance. If a desk staff employee is on probation and concerns with their job performance continue, their employment will be terminated.
- B. Termination Prior to Beginning Employment Prior to the time employment begins, if, in the opinion of Residential Life staff, the desk staff fails to maintain the minimum academic requirements or fails to adhere to a standard of behavior consistent with the desk staff position; their employment offer may be withdrawn.
- C. Reasons for Termination During the Academic Year. Termination from the desk staff position can result from breach of the desk staff agreement, breach of University or Residential Life rules and regulations, and/or from unsatisfactory performance. For example, a desk staff employee may perform extremely well and violate the terms of the desk staff agreement regarding grades or building/complex regulations; or the employee may abide by the agreement but not have the skills and/or motivation necessary to succeed in the position. Termination for violation of the desk staff agreement may be automatic. However, 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 student improve their skills and performance through personal support, guidance and regular evaluation.
- D. Termination at the End of the Academic Year. The desk staff position is for one academic year. Therefore, staff must go through an intent to return and evaluation process to be considered for rehiring. All hiring decisions are contingent upon the approval of the desk staff direct supervisor, the Graduate Assistant for Conference & Desk Operations, and the Assistant Director for Residential Life.
- E. Procedures for Termination. In all cases, the decision to terminate will rest with Coordinator for Conference & Desk Operations or Graduate Assistant. . The specific reason(s) for termination will be provided in writing to the desk staff member. The desk staff member 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 desk staff employee, the desk manager, and the Community Director, takes place prior to termination. Termination at the end of the agreement period will not require such a process since the desk staff agreement expires at the end of that period (see above).
- F. Dismissal from University. Desk staff personnel will be immediately terminated from their position upon withdrawal or dismissal from the University.

## V. Qualifications

- A. Must be a current UMBC student, and have completed at least one semester as a UMBC undergraduate or graduate student prior to employment.
- B. Applicants must have a minimum 2.0 cumulative GPA to apply for the position and a 2.0 semester and cumulative average for the previous semester to start the position. To continue in position, desk staff personnel must maintain a 2.0 cumulative GPA. If the cumulative average falls below 2.0, termination will be automatic. If the semester GPA falls below 2.0, the desk staff member will be placed on academic probation the following semester. A second consecutive semester below 2.0 will result in automatic termination.
- C. Staff must be a fulltime student
- D. Must have reliable transportation or ability to get to campus in order to work evening, overnight (graveyard) and weekend shifts.
- E. Preferred qualifications include:
  - 1. Undergraduate and residential student
  - 2. Strong organizational/administrative skills.
  - 3. Customer Service Experience
  - 4. Ability to work effectively as a member of a team and independently.
  - 5. Ability to solve problems with students and team members.

## VI. Remuneration

Staff	Wage
Desk Assistant base wage	\$15.00 (*subject to change)/hour

\*\*Please note that this job description is subject to change.\*\*