

2017-2018 Desk Manager Grant-In-Aid Agreement Housing and Residence Life| Saint Louis University



General Description

The Desk Manager is a live-in, undergraduate residence hall staff member responsible for assisting the Residence Hall Coordinator (or Graduate Hall Coordinator) with the successful provision of services and resources in Saint Louis University's residence halls and apartments.

The Department of Housing and Residence Life as part of the Division of Student Development helps students develop as leaders who are spiritually formed, critically reflective, and socially and personally responsible. The Desk Manager, as a peer educator and student leader, provides support for student learning and academic success through assisting with the coordination of the administrative facets and security of a co-educational residential community. The Desk Manager also provides leadership for the building desk staff. To accomplish this, the Desk Manager must be flexible and creative in meeting the residents' needs by serving as a peer educator, mentor, advisor, planner and leader. This position requires a serious time commitment and willingness to be available and accessible to other students.

This description provides an outline of major responsibilities but is not an all-inclusive list. Through the course of the year there will be times where staff will be called to provide duties based on the needs of the community. Housing and Residence Life Staff need to be flexible and realize other duties will be assigned as needed.

Saint Louis University wishes to confirm and ratify the status of its relationship with the Desk Manager with the following agreement:

1. Upon his/her acceptance, the Desk Manager designated below is selected as recipient of the Desk Manager grant-in-aid award and agrees to act in accordance with provisions of this agreement as indicated by the student's signature below.
2. It is expressly understood that the relationship between the University and the Desk Manager is not an employment relationship, but rather a grant award relationship between the student and Saint Louis University.
3. It is understood that the maximum hours to be devoted to the Desk Manager will not exceed an average of 20 hours per week for the semester.
4. The Desk Manager must meet eligibility requirements as outlined below.
5. The Desk Manager should have additional commitments approved by his/her direct supervisor.

Responsibilities

The Desk Manager assumes specific responsibilities in the areas of coordinating schedules, mentoring staff, planning training, and other reasonable duties as assigned. The Desk Manager reports directly to a professional staff member for the hall, apartment or area. In addition, Desk Managers assist the Hall Coordinator with the security desk and assist with administrative duties of the building. Desk Managers collaborate with the Department of Housing and Residence Life and University professional staff to meet the varying needs of their building throughout the year.

Desk Leadership

- Assists their Hall Coordinator with desk operations, including hiring, staff discipline and scheduling (including all breaks)
- Serves as the primary supervisor for the security desk staff for their specific hall
- Assists with coordinating on-going training, development, and appreciation/recognition for building desk staff
- Assists with accurate student payroll reporting for the security desk staff and other hourly employees which is submitted for approval on a bi-weekly basis
- Collaborates with other Desk Managers to provide training and selection processes for incoming Desk Workers.
- Assists with conducting a semester review of all Desk Workers
- Leads a monthly staff meeting for all desk staff of the building

Staff Development

- Assess the personal and professional developmental needs of the building student staff and develop strategies to enhance their skills and knowledge
- Motivate students to succeed and develop pride in their work environment
- Develop recognition initiatives to maintain morale and reward excellence

Building Administrative Operations

- Hold a minimum of 10 scheduled office hours per week
- Provide up to five hours per week at the security desk
- Serve as an alternate for open shifts and/or serve in the event a desk worker does not show for their assigned shift
- Assist with hall openings, breaks, and closings
- Complete facilities work orders (FAMIS) as necessary for community common areas
- Ensure proper desk service to campus visitors at all times with special attention to key visit events (Family Weekend, Homecoming, Fall Welcome, etc.)
- Coordinate upkeep of common area bulletin boards for informational and passive programming purposes
- Organize reservations for and promote collaborative use of building common areas
- Coordinate all staff duty schedules
- Coordinate building key inventory
- Maintain accurate records of check-in/check-outs and assists the professional staff on occupancy matters
- Complete administrative tasks in an accurate and timely fashion

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- Attend assigned meetings

Safety/Security, Student Crisis Response and Other Emergencies

- Understand emergency response protocol and respond appropriately when emergencies arise within the community (e.g. fire alarm, medical emergency, flood, etc.)
- Educate students on the safety and security guidelines and all other emergency procedures
- Familiarize students with building evacuation routes, relocation and reassembly areas
- Regularly report repair requests that effect the safety and security of residents (i.e. stairway breezeway lights, damage to door lock mechanisms, etc.)
- Promote responsibility with access to desk keys and key codes
- Perform monthly audit of safety/ security materials at security desks

Community Development

- Support the implementation of the Residential Curriculum to enhance the overall student experience in the community
- Facilitate community development through personal interactions, meetings, and activities
- Co-organize Fall, Winter and ongoing desk staff training and development for building
- Support and respect the dignity of all individuals
- Direct students to the appropriate personal, social, academic, or health related resources when appropriate (e.g. Academic Services, Academic Advisors, Hall Coordinator, Campus Minister, Student Health and Counseling, etc.)

Provide Student Assistance and Helping Skills

- Be respectful of sensitive information and respect confidentially
- Be regularly available to assist residents to address desk needs or concerns
- Perform as a mediator in conflicts among desk staff, within the limits of personal capabilities

Encourage Student Responsibility

- Confront and document policy violations and other reportable incidents in a positive and timely manner
- Educate desk staff and residents about University and Housing policies and regulations outlined in the Student Code of Community Standards, Housing and Residence Life Handbook and housing contract
- Make referrals to supervisor regarding any individual or incident which needs prompt attention

Mandatory Trainings and Time Commitments

- Work 20 hours per week
- Desk Managers are required to serve on-call shifts on a weekly rotating basis
- Desk Managers are selected for a FULL academic year, Training will begin at **8:00a on August 3, 2017 for Fall 2017**. DMs will be released *no earlier than May 20, 2018 at 5:00p* or until closing duties are completed (graduating Seniors please see your RHC for details about closing responsibilities and graduation). There should be no interruption for Study Abroad, Student Teaching, internship, etc. Any student that has accepted an DM position that is not able to fulfill this full term for personal or disciplinary reasons will not be eligible to apply until the next academic year process (selection for 2018-2019).
- Maintain at least a 3.0 GPA (cumulative and semester) and remain in good and full-time standing at Saint Louis University
- Attend/facilitate and participate in all departmental and in-community training, development sessions, in-services, and workshops
- Leave late at the end of each semester to coordinate building openings and closings. Desk Managers may need to have the same flexibility with their schedules during break periods such as Thanksgiving, Spring break, etc. Desk Managers may need to assist with duty coverage over University breaks and/ or holidays.
- Participate in all student staff selection processes as needed.
- Participate in department committees and collaterals as needed
- Desk Managers are selected for one academic year. Performance evaluations are conducted to determine whether a Desk Manager should continue in the position for the following year.
- External activities with other organizations or holding a job is acceptable, but they must be approved by a supervisor, and outside jobs/ activities are limited to a maximum of 10 hours/week. If these activities consistently take a Desk Manager away from their responsibilities, they will have a discussion with their supervisor.
- Frequently, members of the Housing and Residence Life student leadership staff are involved in many facets of campus life, leadership, sports, and work. The Desk Manager position demands a significant time and energy commitment that should not detract from student academic performance. Certain leadership positions on campus may be a conflict of interest with the Desk Manager position or take too much time to also balance the position responsibilities. This includes positions such as the president/chair of any "governing/decision-making" student group, which includes RHA or SGA. Additional involvement must be approved by a supervisor and significant time commitments, such as full internships, student teaching, etc. are not allowed.

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Accountability for and Termination of the Grant-In-Aid Agreement

1. A written warning and probationary period will be assessed towards any DM who is failing to meet the minimum requirements of the Grant-In-Aid position. The RA's direct supervisor will determine the period and length of the probationary period.
2. The DM's Grant-in-Aid award may be impacted (up to and including termination) at the discretion of Housing and Residence Life if the DM fails to meet a significant expectation. Examples would include entering the community standards process, breaking the law, failing to maintain the minimum GPA, endangering the safety and well-being of the resident(s), etc. The Grant-In-Aid discipline process will be outlined in detail during training for the position.
3. All students will be required to complete a Housing Contract for the full academic year. *DMs will be held to the terms of their Housing Contract should they be unable to remain in the DM position for any reason.*

Other Expectations and Responsibilities

- Desk Managers must have a cell phone, with voicemail, and provide the Department with this number. While on duty, Desk Managers will be provided with a communication device for the night.
- Desk Managers must uphold and abide by all Housing and Residence Life, University, federal, state and local regulations and policies.
- Access to desk and key codes is a serious responsibility. Careless use, misuse, or loss presents a real threat to the security of the building and student safety. Misuse or loss of desk, master keys or student room keys will result in position termination and/or restitution.
- Desk Managers must demonstrate the willingness to complete other reasonable tasks requested by the supervisor and other departmental professional staff.

Remuneration

- Credit for a room space on the Desk Manager's student account;
- Traditional Meal Plan (215 meals per semester, includes \$130 Flex);
- Stipend of \$3000 per academic year made in ten (10) monthly installments.
- All DMs will have the opportunity to participate in Break Housing coverage (Thanksgiving, Winter, Spring Break). DMs will be paid minimum wage for five hours per day they are on duty during the days they cover during that break.

2016-2017 Agreement

1. I hereby agree to participate in the above Grant-In-Aid relationship between the Desk Manager and Saint Louis University.
2. I acknowledge that the failure to fulfill the conditions of the above Grant-In-Aid agreement will be considered grounds for termination of the Grant-in-Aid award.
3. I agree to abide by all University rules and regulations including those set forth in the Housing and Residence Life Handbook.
4. I acknowledge the dates of training and employment as set forth in the Grant-In-Aid agreement.
5. I acknowledge that my absence of any of these mandatory obligations is grounds for termination.

BY: _____
Desk Manager (Signature) (Print CLEARLY) Date

BY: _____ BY: _____
Supervisor, Hall Coordinator Date Assistant Director Date

Saint Louis University prohibits discrimination based on race, color, sex, national origin, religion, age, disability, or veteran status. In addition, based on our Catholic Values and tradition we are committed to protecting the dignity of each person and therefore extend our non-discrimination policy to include sexual orientation. All University policies, practices, and procedures are administered in a manner consistent with our Catholic Jesuit identity.