

***University
of Mary Washington***

Residence Hall Desk Aide Manual

Residence Hall Desk Aide Manual



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Introduction

Service as a Desk Aide in a residence hall carries significant responsibilities. The role of the Desk Aide is important to the safety and service of all residence hall students, staff and guests of the University of Mary Washington.

You have been selected for your ability to properly perform your duties and to consider the welfare of those whom you will serve. The information contained within this manual will help you meet the demands of the position and fulfill the responsibilities of Desk Aide.

As a Desk Aide, you are an integral part of Residence Life and WE WELCOME YOU ABOARD!

General Information

1. Purpose

The residence hall Desk Aide program fulfills three purposes:

- A. To promote the welfare and safety of hall residents in freshman communities,
- B. To provide receptionist duties for the residence hall community and
- C. To promote a sense of community within the individual residence hall.

2. Qualifications

- A. A residence hall Desk Aide should possess leadership qualities as a representative of the Office of Residence Life.
- B. A residence hall Desk Aide must maintain a minimum GPA of 2.0.

3. Applications

- A. When the Desk Aide selection process begins, those interested in applying for the position should pick up an Application for Campus Employment from the Office of Financial Aid in Lee Hall, Room 301, and return the completed application to the Office of Financial Aid.
- B. The applicant should then pick up an Application for Desk Aides from the Office of Residence Life. This application should be returned directly to the Office of Residence Life.
- C. The applicant will receive information regarding the scheduling of interviews.
- D. Interviews usually are conducted by the Head Desk Manager and the Building Supervisor of the individual building.

4. Selection

- A. The University of Mary Washington provides equal opportunity employment regardless of gender, race, disability, sexual/affectional orientation, religion or ethnic origin.
- B. A student is selected as a Desk Aide when he or she has:
 - 1. Filed an Application for Campus Employment with the Office of Financial Aide and the Supplemental Application for Desk Aides with the Office of Residence Life.
 - 2. Received the approval of the Office of Financial Aide and the recommendation of the Building Supervisor, and/or AD from the building in which the Desk Aide will serve.
 - 3. Signed the Financial Aid Award Form for work and returned it to the Office of Financial Aid.
- C. All Desk Aides are required to attend announced training sessions.
- D. The Professional Staff selects the Head Desk Manager in each hall.

5. Termination

The service of a residence hall Desk Aide may be terminated whenever:

1. The Desk Aide is on a social or academic probation.
2. The Desk Aide has failed to meet the established standards of the position as described in the Residence Hall Desk Aide Manual.
3. The Desk Aide resigns. In such instances, the Desk Aide is expected to notify the HDM who will in turn inform the Building Supervisor and give two weeks notice.

Responsibilities of the Head Desk Manager

1. Head Desk Managers are to arrive on campus when notified by the Office of Residence Life and attend all scheduled training sessions.
2. Head Desk Managers must maintain their work schedule through semester breaks and through commencement, as necessary.
3. Head Desk Managers may not hold a major elected office in the residence hall without prior approval of the Building Supervisor.
4. The Head Desk Manager is responsible for the organization and administration of Desk Aide operations which includes:
 - A. Training and supervising Staff Desk Aides
 - B. Holding weekly meetings with Staff Desk Aides
 - C. Arranging the weekly work schedule
 - D. Maintaining Desk Aide Time Sheets
 - E. Completing Desk Aide evaluations
 - F. Maintaining and organizing all desk supplies
 - G. Documenting visitation violations
 - H. Reporting incidents in which Desk Aides failed to sit for scheduled duty to the Building Supervisor and completing the appropriate documentation
 - I. Meeting weekly with the Building Supervisor.
5. The Head Desk Manager will promote a sense of community and team by:
 - A. Planning and conducting at least one social activity per semester for Desk Aides
 - B. Developing positive working relationships with other residential staff.
6. The Head Desk Manager will complete other duties as assigned by the Building Supervisor, or AD.

Responsibilities of the Desk Aide

1. Desk Aides are to arrive on campus when notified by the Office of Residence Life and attend all scheduled training sessions.
2. Desk Aides must maintain their work schedule through semester breaks and through commencement as necessary.
3. Specific Responsibilities:
 - A. Receive guests, provide information and attempt to meet visitor needs.
 - C. Answer the telephone in a professional manner.
 - D. Receive and deliver messages and other communications for the HDM/Building Supervisor.
 - E. Sign visitors into and out of the building.
 - F. Clerical duties such as completing work orders and locksmith requests as assigned by the Building Supervisor or AD.
 - G. Maintain a clean work area.
 - H. Monitor the appearance of lounge areas and ask students to clean up after themselves.
 - I. Report damage to property immediately to the Building Supervisor or AD.
 - J. Respond appropriately to emergencies such as illness, fire and other unusual situations.
 - K. Complete time sheets accurately and turn them into the Head Desk Manager at least 48 hours prior to the posted time sheet deadline.
 - L. Conduct a final round when visitation ends reminding visitors and their host/hostess that visitation is over.
4. Desk Aides must be aware of hall standards for the building in which they are working.
5. Desk Aides are to be alert and attentive at all times while sitting desk duty.
6. Complete other duties as assigned by the HDM/Building Supervisor, or AD.

Policies and Procedures

I. Visitation

- A. Ask for an ID
- B. Ask the visitor whom they are visiting.
- C. Record the visitor's full name, his or her host/hostess' name and room number, the ID type and identification number and the time he or she checked in. Initial the entry.
- D. Call the host/hostess' room and ask the host/hostess to come to the lobby to confirm the identity of the visitor.
- E. Return the ID to the visitor.
- F. When the visitor leaves, he/she is expected to sign out. Record the time of departure and initial the entry.
- G. Desk Aides should remind all guests what time visitation hours are over and that they are responsible for signing out properly before leaving the building.
- H. Visitation Violations
 - a. Each week the Head Desk Manager will review the sign-in sheets.
 - b. The Head Desk Manager will record each instance when a visitor did not sign out on the "Failure To Sign Out" documentation form.
 - c. The Head Desk Manager will share this information with the Building Supervisor (AC, RD, or HR) on a weekly basis.

II. Time Sheets

- A. Each Head Desk Manager prepares time sheets for his/her paid Desk Aides
- B. It is the responsibility of the Desk Aides to accurately record the time they work on the time sheets. ***All time sheets MUST be signed in BLUE or BLACK ink!***
- C. Desk Aides will turn their time sheets into the Head Desk Manager 48 hours prior to the due date indicated on the Student Employment Payroll Schedule.
- D. The Head Desk Manager will review the time sheets for accuracy and ensure the appropriate rate of pay is indicated on the time sheets.
- E. The Head Desk Manager will turn all the time sheets into the Building Supervisor 24 hours prior to the due date indicated on the Student Employment Payroll Schedule.
- F. The Building Supervisor will turn the time sheets into the Office of Residence Life on the dates indicated on the Student Employment Payroll Schedule.
- G. Payment is made directly to the student by check each month. Distribution of checks occurs according to the Student Employment Payroll Schedule. Paychecks may be picked up at George Washington Hall, Room 111. You must have your ID to pick up your check. If you do not pick up your check, it will be mailed to your home address.
- H. Time sheets become the property of the Office of Financial Aid and are subject to audit. This means they should be accurate, neat, typed or printed in ink. The “Week Ending” is always on a Sunday; the “Week Beginning” is on Monday.

III. Scheduling Desk Duty

- A. At the beginning of the semester, each Desk Aide should provide the Head Desk Manager with his/her class schedule as well as any long term scheduling needs.
- B. Each week, the Desk Aide will submit any changes in scheduling needs to the Head Desk Manager in writing by the established deadline.
- C. The Head Desk Manager will complete and post a weekly schedule by the established deadline.
- D. It is the responsibility of the Desk Aide to check the schedule and know when he/she is scheduled to sit desk duty.
- E. If a Desk Aide is unable to sit during scheduled desk duty, it is the responsibility of the Desk Aide to find a substitute and notify the Head Desk Manager of the change in schedule. *Substitutions must be approved by the Head Desk Manager.*
- F. Failure to sit a scheduled desk duty.
 - 1. The Head Desk Manager should be contacted in the event that someone does not show up for desk duty. If the Head Desk Manager is not available, then a message should be left for the Head Desk Manager, and the HR on duty should be contacted.
 - 2. The Head Desk Manager will document the failure to sit desk duty.
 - 3. The Head Desk Manager will forward the information to the Building Supervisor of the building.
- G. Paid Desk Aid Duty is to be scheduled for the evening visitation hours. Example: 6pm-midnight Monday-Thursday

IV. Emergency Procedures

- A. Illness/Accident
 1. Call the police at **777**.
 2. Contact the RA on duty.
 3. Complete an Incident Report.
- B. Fire
 1. Activate the fire alarm and evacuate the building.
 2. Call the police at **777**.
 3. Contact the RA on duty.
 4. Complete an Incident Report.
- C. Suspicious Visitor
 1. Call the police at **777**.
 2. Contact the RA on duty.
 3. Complete an Incident Report.
- D. Other Unusual Incidents
 1. Call the police at **1025** for a non-emergency or **777** for an emergency
 2. Contact the RA on duty.
 3. Complete an Incident Report.

V. Incident Reports--*If it's not documented, then it didn't happen.*

- A. When to write an Incident Report:
 1. Whenever the police are involved.
 2. Whenever you sound a fire alarm.
 3. Whenever someone is sick or injured (whether medical help responds or not).
 4. Whenever anything unusual or out of the ordinary occurs.
 5. Whenever there is the potential for disciplinary action.
 6. If you have any doubt as to whether an Incident Report should be written or not.
- B. Every time you write an Incident Report, you want to write the Incident Report as though it will be used in a court of law, which means that someone else will be reading it. You want to make sure that it:
 1. is readable
 2. clearly relates the events
- C. What to document in an Incident Report:
 1. Who—who was involved?
 2. What—what happened?
 3. When—when did this happen?
 4. Where—Where did this happen?
 5. How—How do you know this happened?

VI. Disciplinary Action

- A. Disciplinary Action may be taken if:
 1. A Desk Aide fails to sit a scheduled desk duty;
 2. Habitually arrives late for desk duty;
 3. Leaves the desk area while on desk duty or;
 4. Otherwise fails to meet the responsibilities of the position.
- B. Disciplinary action will be initiated by the Head Desk Manager by completing a Staff Accountability Form and forwarding it to the Building Supervisor and/or AD.
- C. The Head Desk Manager will then meet with the Building Supervisor or AD to discuss the appropriate course of action which may include one or more of the following:
 1. Verbal counseling
 2. Written warning
 3. Probation
 4. Termination.
- D. The Desk Aide may appeal the decision by scheduling a meeting with the next level supervisor to review the incident and the action taken.

**University of Mary Washington
Office of Residence Life**

Head Desk Manager Position Description:

Head Desk Managers work under the supervision of the Building Supervisor (Area Coordinator, Resident Director, or Head Resident). This position is for ten hours per week. At the discretion of the individual supervisor, there will be some flexibility regarding work hours.

The applicant must have a cumulative GPA greater than 2.00. Employment is subject to the approval of the Office of Financial Aid.

Responsibilities of Head Desk Managers:

- Attend any residence hall training and/or evaluation meeting scheduled by the Building Supervisor, or Assistant Director of Residence Life
- Train Staff Desk Aides to meet the requirements of their position
- Assist, as needed, with training of resident Desk Aides
- Supervise Staff Desk Aides
- Schedule shifts for Staff Desk Aides, and, when appropriate, resident Desk Aides
- Document students who fail to sign out of the building, and other visitation violations as they occur
- Serve as receptionist to the hall
- Answer the telephone in a professional manner and pass on messages as appropriate
- Enforce all visitation policies, including signing in and signing out all visitors to the residence hall.
- Help provide adequate building security
- Be prepared to deal with emergencies and assist the Resident Assistants, Building Supervisor, Assistant Director, and/or Campus Police, as necessary
- Other duties as assigned

The applicant should possess the following skills:

- Good verbal communication skills
- Excellent organizational skills
- Excellent supervisory skills
- Assertiveness
- The ability to work independently
- A professional, courteous, and enthusiastic attitude
- Respect for any confidential or privileged information that s/he might encounter

The Office of Residence Life does not discriminate on the basis of age, gender, race, religious affiliation, or sexual/affective orientation or preference.

S:\RLIF\Staff Selection\Head Desk Manager Position Description.doc



HEAD DESK MANAGER CONTRACT

Office of Residence Life

University of Mary Washington

Name is extended a position as a Head Desk Manager at the University of Mary Washington residential unit Jefferson for the period beginning no earlier than August 24, 2007 and ending upon completion of hall closing May 10, 2007. The Office of Residence Life reserves the right to change this building assignment if necessary.

Remuneration will consist of an academic year stipend equivalent to \$6.45 an hour for ten hours per week for a total of 33 week. Utilities, cable, local phone service, and internet access is standard for all students. **Accepting this position could affect your financial aid package. Please consult with Angie Pitzer in Financial Aid before signing this contract.**

In accepting this appointment, the staff member agrees to fulfill all the responsibilities as indicated in this contract, unless specific exception is granted, to the following:

1. Responsibilities. To fulfill responsibilities as outlined in the hiring letter, job description and other Residential Life materials related to expectations.
2. Policies. To uphold, follow, enforce, and support University policies and regulations and the policy statements of the Office of Residence Life.
3. Training. To return to campus early and attend a one-day training session, to attend all regularly scheduled and special staff meetings, and to participate in activities related to job expectations. Scheduling any activity during reserved training times must be approved in advance by your Assistant Director.
4. Staff Selection. To participate in the Desk Aide Selection Process.
5. Academic Standing. To remain at all times a student in good academic standing with the University (2.0 cumulative GPA, including the semester prior to employment) and remain at or above a full-time student class load (minimum of 12 credits). Failure to maintain full-time status will result in termination of employment.
6. Absences. To clear in advance any absence from campus for weekends or special events with supervisors.
7. Housing. To remain a residential student.

Failure to fulfill the responsibilities of this position as described above could result in disciplinary action or dismissal. Upon termination of appointment, it is understood that this contract becomes null and void and compensation ceases as of the date of the dismissal. In the unfortunate event a staff member is terminated, it is expected that all remaining staff pick-up additional duties until such a time an adequate replacement has been identified.

Signatures below indicated acceptance of the terms of the Contract as outlined.

Please check appropriate box and verify your Banner number below.

I wish to accept position.

I wish to decline the offer.

_____ Banner #: _____
Head Desk Manager **Date**

Assistant Director of Residence Life **Date**

Director of Residence Life **Date**

Please sign and return both pages of this contract no later than February 25, 2005 before 5pm to Marye House.

UNIVERSITY OF MARY WASHINGTON
Office of Residence Life

Staff Desk Aide Position Description:

Desk Aides work under the supervision of the Head Desk Manager. This position is for ten hours per week. At the discretion of the individual supervisor, there will be some flexibility regarding work hours.

The applicant must have a cumulative GPA greater than 2.00. Employment is subject to the approval of the Office of Financial Aid.

Responsibilities of Staff Desk Aides:

- Attend any residence hall training and/or evaluation meeting scheduled by the Building Supervisor, or Head Desk Manager
- Serve as receptionist to the hall
- Answer the telephone in a professional manner and pass on messages as appropriate
- Enforce all visitation policies, including signing in and signing out all visitors to the residence hall.
- Help provide adequate building security
- Be prepared to deal with emergencies and assist the Resident Assistants, Building Supervisor, Assistant Director, and/or Campus Police, as necessary
- Other duties as assigned

The applicant should possess the following skills:

- Good verbal communication skills
- Good organizational skills
- Assertiveness
- The ability to work independently
- A professional, courteous, and enthusiastic attitude
- Respect for any confidential or privileged information that s/he might encounter

The Office of Residence Life does not discriminate on the basis of age, gender, race, religious affiliation, or sexual/affectional orientation or preference.

S:\RLIF\Staff Selection\Desk Aide Position Description.doc



DESK AIDE CONTRACT
Office of Residence Life
University of Mary Washington

Desk Aide's Name is extended a position as a Desk Aid at the University of Mary Washington residential unit **Jefferson** for the period beginning no earlier than August 24, 2007 and ending upon completion of hall closing May 10, 2008. Residence Life reserves the right to change this building assignment if necessary.

Remuneration will consist of an academic year stipend equivalent to \$5.85 an hour for ten hours per week for a total of 33 week. Utilities, cable, local phone service, and internet access is standard for all students. **Accepting this position could affect your financial aid package. Please consult with Angie Pitzer in Financial Aid before signing this contract.**

In accepting this appointment, the staff member agrees to fulfill all the responsibilities as indicated in this contract, unless specific exception is granted, to the following:

1. Responsibilities. To fulfill responsibilities as outlined in the hiring letter, job description and other Residential Life materials related to expectations.

- A copy of the resident desk duty (paid and unpaid) schedule should be distributed to each of the following:
 - Head Desk Manager
 - Building supervisor (RD or HR)

Front desk

3. Training. To return to campus early and attend a one-day training session, to attend all regularly scheduled and special staff meetings, and to participate in activities related to job expectations. Scheduling any activity during reserved training times must be approved in advance by the Assistant Director in overseeing Desk Aid Recruitment, Selection and Training.

4. Staff Selection. To participate in the Desk Aide Selection Process.

5. Academic Standing. To remain at all times a student in good academic standing with the University (2.0 cumulative GPA, including the semester prior to employment) and remain at or above a full-time student class load (minimum of 12 credits). Failure to maintain full-time status will result in termination of employment.

6. Absences. To clear in advance any absence from campus for weekends or special events with supervisors.

7. Housing. To remain a residential student.

Failure to fulfill the responsibilities of this position as described above could result in disciplinary action or dismissal. Upon termination of appointment, it is understood that this contract becomes null and void and compensation ceases as of the date of the dismissal. In the unfortunate event a staff member is terminated, it is expected that all remaining staff pick-up additional duties until such a time an adequate replacement has been identified.

Signatures below indicated acceptance of the terms of the Contract as outlined.

Please check appropriate box and verify your Banner number below.

I wish to accept position.

I wish to decline the offer.

_____ Banner #: _____
Desk Aide **Date**

Assistant Director of Residence Life **Date**

Director of Residence Life **Date**

Please sign and return both pages of this contract no later than February 25, 2005 before 5pm to Marye House.

2007 – 2008 Student Employees Payroll Schedule

PAYPERIODS	TIMESHEETS DUE	PAYDAYS
7/30/07 – 8/26/07 (Painters start 7/30;HRs and RAs start 8/6)	8/27/07	9/13/07
FALL SEMESTER 2007		
8/27/07 – 9/16/07	9/17/07	10/4/07
9/17/07 – 10/7/07	10/8/07	10/25/07
10/8/07 – 10/28/07	10/29/07 (Fall Break Oct. 12 – Oct. 17)	11/15/07
10/29/07 – 11/18/07	11/19/07	12/6/07
11/19/07 – 12/14/07	12/14/07 (Thanksgiving Break Nov. 21 – Nov.25) (Exams 12/10 – 12/14) (Holiday Break 12/15 – 1/14/08)	1/17/08
SPRING SEMESTER 2008		
1/14/08 – 2/3/08	2/4/08	2/21/08
2/4/08 – 2/24/08	2/25/08	3/13/08
2/25/08 – 3/16/08	3/17/08 (Spring Break February 29 – March 9)	4/3/08
3/17/08 – 4/06/08	4/07/08	4/24/08
4/7/08 – 5/2/08	5/2/08	5/22/08
(Final Exams 4/28 – 5/2/08)		

MORE INFORMATION

Timesheets must be completed in ink.

Timesheets must be received in the Office of Financial Aid, Annex B, by 5:00 pm on the due dates listed.

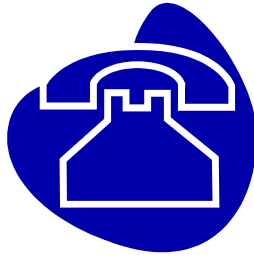
You may pick up your check or pay-stub from the Office of Business and Finance, GW Hall, Room 111, between 12:00 and 4:00 pm on the paydays listed - ID REQUIRED.

Paychecks will be mailed to the address on the check if it is not picked up within two business days from payday.

The paydays listed above are expected paydays, however, any delays in the processing of payrolls in Richmond may cause a payday to vary slightly from this schedule.

Before turning in your last timesheet, please inform the payroll office of any change in address and/or if you are closing your direct deposit account.

All W-2 statements will be mailed to the address on your check.



Frequently Used Number Guide

Career Services	1022
Dining/Catering Services	1029
Events Scheduling	1234
Financial Aid	2468
Fitness Center	1126
Health Center	1040
Help Desk	2255
Housekeeping	2082
Judicial Affairs	1660
Judicial Review Board	1142
Multicultural Affairs	1044
Psych Services	1053
Recycling Office	2089
Registrar	1063
Residence Life	1058
Safety Office	2096
Student Accounts	1250
Student Activities	1061
Student Employment	1685
University Police	1025
Weather Hotline	2424
Work Orders/Exterminators	2076

Emergency Contact Information

<u>Contact</u>	<u>Number</u>
HR on call pager	361-0664
Police (Emergency)	x777
Police (Non-Emergency)	x1025
Police (TDD)	x1103
Psych Services(Business Hours)	x1949
Facilities Services (Business Hours)	x2078
Facilities Services (Non-Business Hours)	x1025