



## Desk Assistant Job Description

The position of the Desk Assistant (DA) within the Department of Housing and Residence Life is a student staff position that consists of working the front desk within the residence halls. The DA is responsible for facilitating the guest check-in/check-out policy, disseminating information pertaining to campus resources and events, and performing customer duties. The DA works under the immediate direction of the Senior Resident Assistant and is indirectly supervised by the Residence Life Coordinator (RLC).

### I. Qualifications

- A. In accordance with the IHL Board Directive and Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors, The University of Southern Mississippi *may* require all employees to be fully vaccinated against COVID-19 or to have an approved legal exemption and/or accommodation on file with Human Resources prior to your anticipated start date.
- B. Ability to provide proof of COVID-19 vaccination or to have an approved legal exemption and/or accommodation on file with Human Resources prior to your anticipated start date *may* be instituted.
- C. The DA applicant must have a minimum cumulative GPA of 2.00, enrolled in classes, and little to no conduct history to qualify for the DA position. While serving in the position, a DA must maintain the 2.00 GPA and enrollment status throughout the *entire* semester to be considered in good standing with the Department of Housing and Residence Life. If the Residence Life Coordinator notices there is a decrease in the DA's GPA during interim grades, they are encouraged to refer the DA to academic resources and complete a goal assessment. Should the DA's GPA fall below the required minimum of 2.00, the DA may be given one semester to raise their overall GPA to meet the requirement. If the DA is unable to raise the cumulative GPA to the 2.00 requirement, they will be ineligible to continue employment.
- D. The DA must have exemplified their interpersonal and communicational skills while working with external or internal organizations (i.e., high school, college, or community service). References/recommendation must reflect the ability to work effectively in a team-setting.
- E. The DA must be open to learn about other cultures and explore the meaning of diversity and inclusivity.
- F. In order to comply with the student 20-hour workweek, the DA is not allowed to work other on-campus jobs while employed with Housing and Residence Life. DAs are required to work a minimum of 12 hours per week and may not work more than 20 hours per week. DAs are responsible for managing their schedule to ensure they are meeting minimum and maximum hour requirements. Schedules will be managed through the When-to-Work software.
- G. Retention of the position is not guaranteed from year to year. It is based on budget, available openings, and job performance evaluation. The DA must meet all job requirements/expectations in order to be considered to continue on staff.
- H. The DA must follow University and Housing and Residence Life policies.

### II. General Expectations

- A. Maintains regular and ongoing communication with your front desk supervisor. Submit an updated copy of class schedule, local address, and cell phone number each semester.
- B. Reads and upholds the Front Desk Operations Manual and ask questions if unclear regarding any issue, policy, expectation, or procedure.
- C. Arrives 5 minutes prior to the start of each shift.
- D. Gives proper notification, which is 48-hour prior to scheduled shift, to supervisor in the event of anticipated absence.
  - a. *Anticipated absence* – DA must identify a replacement to work the shift through When-to-Work.
  - b. *Emergency absence* – DA must contact supervisor as soon as possible and post the shift on When-to-Work.Unexcused absences from work and/or meetings will result in disciplinary action, which may include termination of employment.
- E. Ensures the front desk is not unattended during assigned shift. DAs must remain at the desk until their replacement has arrived.
- F. DAs are required to work exam week, fall break, Thanksgiving, Mardi Gras, and Easter, unless relieved of duties by the supervisor. Employment starts on hall opening and ends on hall closing.
- G. DAs are expected to maintain confidentiality of *ALL* student information, incidents, policy violations, and etc. DAs may occasionally be required to answer questions for University officials, that are present in the building.



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- H. Be supportive and a positive team player during departmental decisions or policy updates.
  - I. DAs are required to wear the provided Southern Miss DA shirt or RA polo shirt during shifts to represent the
  - J. Be attentive while working the front desk.
- III. Staff Development/Training
- A. Attends and contributes to DA training, staff development, and student employment workshops periodically during the academic year.
  - B. DAs must attend monthly desk staff meetings, periodic department-wide meetings, as well as schedule meetings facilitated by the Senior Resident Assistant or professional staff members. (i.e., job performance, conduct meetings, and etc.).
  - C. Contributes to community building efforts.
- IV. Confronting Student Discipline
- A. Immediately notifies the Resident Assistant on Duty and/or University Police in the event of an emergency. Follows the emergency protocol outlined in the Front Desk Operations Manual.
  - B. Assists in maintaining a residential environment conducive to focusing on learning, community building, and well-being of residents. This consists of monitoring resident(s) behavior while in the foyers and lobbies.
  - C. Notifies RA on Duty during policy violations or student concerns after hours and the Residence Life Coordinator during business hours.
  - D. Documents all disciplinary problems and subsequent actions. Refers incident and policy violations to the appropriate staff member.
  - E. Uses assertive (not aggressive or passive) communication when confronting policy violations or disciplinary concerns.
- V. Role Modeling
- A. DAs must role model good behavior by following campus housing and University policies. Behavior that is questionable both on and off campus could result in disciplinary action or termination.
  - B. Maintains a positive attitude towards colleagues, residents, and professional staff members.
  - C. Communicates to all student staff and residents in a respectful manner.
  - D. Upholds and encourages diversity and inclusivity among colleagues, student staff and residents.

*Revised by dab 6/22*