Department of Residence Life
24-Hour Desk Assistant
POSITION DESCRIPTION

GENERAL SUMMARY
The student worker for the 24-Hour Desk is responsible for the safety and security of the desk area as well as providing excellent customer service to students and visitors. The 24-Hour Desk student assistant assists students and visitors by answering questions, checking out loaner keys and access cards, and continually maintaining a clean and safe environment - all in an attentive, professional, and helpful manner. This position requires a broad knowledge of the desk area, Department of Residence Life, area residence halls, and Texas A&M University. The student assistant is also responsible for communicating any area hall facility issues and emergencies to hall staff.

LEARNING OUTCOMES
- Communication
  - Demonstrate appropriate professional communication skills
- Critical Thinking
  - Synthesize information to effectively respond to customer questions or needs
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Professionalism
  - Demonstrate appropriate professional behavior

REQUIRED
1. Must be currently enrolled as a student at Texas A&M University
2. Must have:
   a. one year's experience in working with the public
   b. excellent communication skills
   c. an ability to work with a diverse population
   d. customer service experience
   e. experience living in a residential environment

PREFERRED
1. Residence hall living experience
2. Current on campus resident
3. Completed at least one’s year full-time enrollment at Texas A&M University
4. One year's experience as a student worker, preferably at Texas A&M
5. Knowledge of Texas A&M University College Station campus
TERMS OF EMPLOYMENT

1. Must be available to work a full academic year (August through May) with the awareness that employment will be expected during some university holidays and breaks. The 24-Hour Desk will remain open and fully operational throughout the entire year, but will be closed for a portion of Winter Break; specific dates will be announced at training per the academic calendar. The 24-Hour Desk remains open during the summer months as well. If a student worker leaves for the summer but intends to return in the fall, there is a possibility that the position may not be available upon his/her return.

2. Each desk staff member must be responsible for his/her shifts. The 24-Hour Desk is open 24 hours a day, 7 days a week, and remains open during all holidays except Christmas and New Year’s. During special events, the staff may be required to work more shifts. Each desk staff member can work no more than 28 hours per work week (Saturday - Sunday).

3. Desk staff may not be concurrently employed in a Resident Advisor (RA) or Graduate Hall Director (GHD) position. Another source of employment can be permitted as long as it does not interfere with the desk staff responsibilities. If interference occurs, the desk staff member will be asked to resign one or the other position.

4. Each desk staff member must attend all training sessions as specified by the department and the Office Associate Supervisor. Desk staff members are expected to arrive early to participate in training. Dates will be shared with desk staff members well in advance of training.

5. 24-Hour Desk staff employees can only be on probation once (based on grade or performance) during employment with the department.

RESPONSIBILITIES

1. Monitors the safety and security of individuals and the hall areas by following Texas A&M University and the Department of Residence Life policies and procedures in responding and reporting safety and security issues.

2. Acts as a referral/resource person for all who visit the desk area. Willingly provides general and accurate information. Addresses or acknowledges each guest's presence at first appearance. If the desk staff assistant is on the phone, it is expected that he/she will at least make eye contact to acknowledge the guest's presence. It is expected that the desk staff assistant will try to help the guest as soon as possible.

3. Acts as a central contact person for maintenance and emergency situations.

4. Assists area residents with lockouts per Department of Residence Life procedures. Will be expected to fill out and process Lost Key Notices appropriately as well as handing out loaner keys per procedure.

5. Always presents a positive image for Texas A&M University and is attentive when responding to customer questions or concerns. Possesses a helpful and customer-oriented demeanor at all times.

6. Answers the telephone promptly and regularly checks for voice mail messages.

7. Reports any emergencies and unusual or illegal activities to the proper authorities by following the Department of Residence Life procedures.

8. Attends all scheduled desk staff meetings.

9. Maintains the public area immediately surrounding the desk by keeping a clean and safe environment for students and visitors. Ensures that all individuals properly observe the rules and regulations for the public area by following Department of Residence Life procedures. Is aware of his/her surroundings.

10. Completes all mandatory trainings during the timeframe allotted.

11. Maintains a neat, professional appearance while on duty and must wear officially designated staff attire. Good grooming and personal hygiene are necessary to provide a positive image.

12. Follows all University and Department of Residence Life policies and procedures while utilizing Texas A&M University equipment, including computers. The use of Department of Residence Life computers is permitted while on duty as long as it does not interfere with the responsibilities of this position and does not result in an additional cost to the University. Use of computing resources
for commercial purposes or personal gain is prohibited. Failure to comply with policy and procedures of the University and the Department of Residence Life by not delivering excellent customer service and maintaining a clean and safe environment could result in removal of all computer programs except for the ones necessary to complete the duties of the position and up to termination of employment. Personal computing devices and tablets are allowed to be used while at the desk but cannot interfere with one’s ability complete the duties of the desk or quality of customer service.

13. Text messaging is permitted as long as it does not interfere with the assigned duties and the ability to provide excellent customer service. Abuse of this policy could result in the end of these privileges while on duty.

14. Other duties as assigned.

ACCOUNTABILITY POLICY
You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is important to follow all rules, policies, and expectations of the position you have accepted. The following policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive discipline and accountability model that an employee would typically follow given some of the examples in this policy. However, the severity of the situation or behavior of the employee may warrant immediate progression to a more severe measure, up to and including termination, without having been provided a lesser measure previously. The severity of the measure will be determined by the supervisor in consultation with the HR Coordinator, if necessary.

NOTES
The supervisor will keep notes on each staff member regarding his or her performance throughout the year. These notes will be used to praise good work, address concerns, and to provide an accurate representation of the employee’s performance on the annual evaluation. You may request to see your notes at any point. These notes may be kept in a variety of formats.

WARNING
A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be documented within your Notes for future reference. Some actions that could result in a Warning include but are not limited to: first time being late to a shift or leaving early without approval of the supervisor, first time failing to complete job responsibilities during a shift, first time having a visitor at the desk without approval, etc.

REPRIMAND
A reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, termination or probation may result. This reprimand may include a probationary period with the expectation of marked...
improved performance. A copy of the reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a reprimand include but are not limited to: your second time being late to a shift or leaving early without the approval of the supervisor, your second time having a visitor at the desk without approval, your first time missing a shift, repeating behaviors that resulted in a warning, etc.

**PROBATION**

A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific inappropriate actions or decisions. Some actions that could result in probation include but are not limited to: your third time being late to a shift or leaving early without the approval of the supervisor, your third time having a visitor at the desk without approval, your second missed shift, repeating behaviors that resulted in a reprimand, falling below the required GPR, etc.

**TERMINATION**

Depending on the severity of the issue, termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in termination include but are not limited to: your fourth time being late to a shift or leaving early without the approval of the supervisor, your third missed shift, insubordination while on probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in probation, etc.

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