Department of Residence Life
Area Office & 24-Hour Desk Senior Student Coordinator

JOB DESCRIPTION

GENERAL SUMMARY
The Senior Student Coordinator for the Area Office is geared towards a current 24-Hour Desk Student Coordinator or a current Area Office Assistant who has successfully worked at the 24-Hour desk or Area Office for at least 2 full semesters and is willing and able to take on additional responsibilities above and beyond those of the 24-Hour Desk Student Coordinators and Area Office Assistants. This role requires decision making and extensive knowledge related to the operation of the 24-Hour Desk, the area office, the responsibility associated with the safety and security of the desk area, and all training duties.

LEARNING OUTCOMES
- Leadership
  - Use interpersonal skills to coach and develop others
- Teamwork/Collaboration
  - Work with others to support a shared goal
- Oral/Written Communication
  - Communicate effectively in a professional setting and learn to listen actively
- Diversity
  - Demonstrate the ability to interact respectfully with others from diverse backgrounds

REQUIRED QUALIFICATIONS
1. Must be currently enrolled as a student at Texas A&M University
2. Must have:
   a. Completed at least two full semesters employed as a 24-Hour Desk Student Coordinator or Area Office Assistant
   b. Received consistent, positive evaluations in current position that would allow for promotion to the new role
   c. Completed at least one year of full-time enrollment at Texas A&M University
   d. Excellent communication skills
   e. An ability to work with a diverse population

PREFERRED QUALIFICATIONS
1. One year's worth of experience as a 24-Hour Desk Student Coordinator or Area Office Assistant
2. Texas A&M University Residence Hall living experience
3. Knowledge of Texas A&M University, College Station campus

TERMS OF EMPLOYMENT
1. Must be available to work a full, academic year with the understanding that employment will be expected during most university holidays and breaks. The 24-Hour Desk and Area Office Desk will remain open and 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. If a Senior Student Coordinator leaves for the summer but intends to return in the fall, there is a possibility that the position may not be available upon their return.

2. Each desk staff member must be responsible for their shifts. Staff must be available to consistently work a minimum of 12 hours per week. The 24-Hour Desk is open 24 hours a day, seven days a week, and remains open during all holidays except Winter Break. During special events, the staff may be required to work more shifts. Staff may not exceed 40 hours per work week.

3. Desk staff may not be concurrently employed in a Resident Assistant (RA), Graduate Hall Director (GHD) or Community Director (CD) position. Other employment can be permitted if it does not interfere with the desk staff responsibilities. On-campus employment in all positions may not exceed 40 hours. If interference occurs, the desk staff member may be asked to resign one position.

4. Each desk staff member must attend all training sessions as specified by the department and the direct supervisor of the Area Office. 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. Area Office Senior Student Coordinators can only be on probation once (based on grades or performance) during employment with the Department. Actions that would result in being placed on probation for a second time will result in termination.

**AREA OFFICE SENIOR STUDENT COORDINATOR RESPONSIBILITIES**

1. Is responsible for assisting with training for all new and current 24-Hour Desk Student Coordinators and Area Office Assistants.
2. Assists in the scheduling and facilitation of required one on one, shift scheduling, and group training & development meetings with the direct supervisor of the Area Office.
3. Conducts regular walk-throughs of each of the study rooms, music rooms, and conference room to assess and submit work orders for facilities and safety concerns that may have been overlooked.
4. Assists in the frequent auditing of the resource inventory of the 24-Hour Desk key boxes and desk supply inventory.
5. Assists the Administrative Coordinator in the oversight of task completion with area office desk operations, inventory audits, and general communication with all desk staff.
6. Is responsible for assisting with the 24-Hour Desk Handbook and Area Office Handbook, including updates and any changes needed throughout the year.
7. Assists coordinating periodic meetings with the 24-Hour Desk Coordinators and Area Office Assistants, which includes, but is not limited to one-on-one meetings, staff meetings, scheduling meetings, and development activities.
8. 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.
9. 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.
10. Acts as a central contact person for maintenance and emergency situations.
11. Assists 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.
12. Presents a positive image for Texas A&M University and is attentive when responding to customer questions or concerns. Always possesses a helpful and customer-oriented demeanor.
13. Answers the telephone promptly and regularly checks for voice mail messages.
14. Reports any emergencies and unusual or illegal activities to the proper authorities by following the Department of Residence Life procedures.
15. Attends all scheduled desk staff meetings.
16. 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.
17. Completes all mandatory trainings during the timeframe allotted.
18. 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.

19. 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 if 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.

20. Text messaging is permitted if 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.

21. Performs 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: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to complete job responsibilities during a shift, 1st 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 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st 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 3rd time being late to a shift or leaving early without the approval of the supervisor, your 3rd time having a visitor at the desk without approval, your 2nd 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 the above actions. Some actions that could result in Termination include but are not limited to: your 4th time being late to a shift or leaving early without the approval of the supervisor, your 3rd 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.

I have read and completed this form in its entirety:

______________________________  ______________________________
Employee Name                  Employee Signature

______________________________  ______________________________
Date                             Supervisor Signature