

Application for Desk Staff Position

2011-2012 Academic Year

Please complete this form as completely and accurately as possible. You may **print** or **type** your answers.

PERSONAL INFORMATION

Applicant's Full Name: <i>(Last, First)</i>		Student ID Number:	
Campus Address:		Campus Phone:	
Permanent Address, City, State, ZIP:		Permanent Phone:	
E-Mail Address:		Cell Phone Number:	

ASSIGNMENT PREFERENCE

Please rank the top four communities in the order where, if selected, you would most like to work (1-Most; 4-Least). If you are selected for a position, we will consider your assignment based upon information from your interview and, secondarily, what is indicated here. Please keep in mind that not everyone will get his or her top choice. (*Denotes 9-month desk. Staff will be expected to work over all breaks.)

Chesapeake
 Erickson
 Harbor *
 Hillside Apts. *
 Patapsco
 Potomac *
 Susquehanna
 WH/Terrace Apts. *

Briefly explain the rationale for your rankings:

Number of semesters you have lived in UMBC's: Halls _____ Apartments _____

If you have lived in university housing elsewhere, where? _____ Semester(s)? _____

EDUCATION

PLEASE ATTACH AN UNOFFICIAL COPY OF YOUR CURRENT TRANSCRIPT FROM myUMBC.

Class Standing: <i>(Freshman, Sophomore, etc.)</i>		Major:	
Cumulative GPA:		Last Semester GPA:	
Credits Earned, Including This Term:		Anticipated Graduation:	
Previous College or University:		Dates of Previous Attendance:	

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LAST NAME: _____

EMPLOYMENT HISTORY

LIST EMPLOYMENT HISTORY, BEGINNING WITH MOST RECENT JOB

Employer:	Position Held:	Dates of Employment:	Duties:

ACTIVITIES

List all activities, student organizations, and leadership roles in which you are currently involved or have been involved:

List all activities, on or off campus, in which you plan to participate during the 2011-2012 academic year. Include SGA, Intercollegiate or Club Athletics, Student Teaching, Internships, Community Service, etc.

EMPLOYMENT INTERESTS

Briefly describe why you would like the desk staff position; please include personal benefits and rewards:

Briefly describe any relevant work, volunteer or college experience, or training you have had that would qualify you for the desk staff position:

STUDENT CONDUCT HISTORY

Have you ever gone through the Residential Life or Student Conduct process for a Residential Life or UMBC Code of Student Conduct violation? Yes _____ No _____

If yes, list the outcome of the alleged rule violations and any sanctions that were imposed. This information will be verified by the Residential Life Office.

REFERENCES

List the names, addresses, and phone numbers of three persons would be willing to serve as a reference for you. The references should not be friends or relatives and two should be UMBC employees. Please let references know that they are listed on your application and may, therefore, be contacted.

- 1. _____ Phone _____
- 2. _____ Phone _____
- 3. _____ Phone _____

IMPORTANT INFORMATION ABOUT FINANCIAL AID

If you are selected for employment and you are receiving financial aid, your award may be adjusted. Contact the Financial Aid Office (Albin O. Kuhn Library, Pondsides, 5-2387) for further information.

TERMS OF APPLICATION AND EMPLOYMENT

I hereby certify that the above statements are correct. I understand that by falsifying this document, I disqualify myself from further consideration for the position. By affixing my signature hereunder, I authorize Residential Life professional staff to verify the information requested above with the UMBC Registrar, the appropriate UMBC professional staff, and those other supervisors and references listed. I understand that the selection committee chair will be verifying my grades and judicial records.

I understand that, if I am accepted for this position, I will be expected to stay through finals week for work assignments and that I will be required to return prior to hall/apartment opening each semester for work assignments. I also understand that I may be required to work during holiday periods when residential facilities are open, such as Thanksgiving, Winter, and Spring vacation. Furthermore, I understand that my job is subject to regular evaluation by Residential Life professional staff; failure to comply with Departmental standards as outlined in the appropriate job description and staff manual may result in termination.

Signature of Applicant

Date

AFTER DETACHING THE POSITION DESCRIPTION, PLEASE RETURN THIS APPLICATION AND YOUR UNOFFICIAL TRANSCRIPT IN A SEALED ENVELOPE, LABELED 'DESK STAFF APPLICATION', TO THE OFFICE OF RESIDENTIAL LIFE FRONT DESK IN ERICKSON HALL.

If you have any questions, please contact Doug Copeland at douglasc@umbc.edu

DESK STAFF POSITION DESCRIPTION 2011-2012 Academic Year

The desk staff member is a part-time employee of Residential Life at UMBC and reports directly to the desk manager and ultimately to the director of Residential Life. The desk staff employee is responsible for monitoring security, safety, and service for the residential facilities.

A. Specific Responsibilities

1. Mail distribution: sort mail into mailboxes, contact students and help them sign for packages, forward mail that cannot be delivered in the hall/complex
2. Security: check IDs of everyone entering the building (NA apartment and Harbor Hall desks), make sure that the lobby is free of unwelcome visitors, contact University Police when their assistance is needed
3. Monitor telephones, provide information, and take messages for students
4. Monitor proper sign-in and sign-out of guests and visitors. (NA apartment and Harbor Hall desks)
5. Equipment and game sign-out
6. Collect maintenance requests and forward them to the MA
7. Distribute room keys at check-in
8. Provide information to students
9. Public relations
10. Assume responsibility for cleanliness of the lobby and desk
11. Post pre-approved information in the lobby
12. Perform clerical duties as assigned by the desk manager, assistant community director or community director
13. Monitor computer rooms (NA at Erickson and apartment desks)
14. Monitor security system (NA at apartment desks)
15. Distribute ice and monitor ice machine (NA apartment and Harbor Hall desks)
16. **Potomac desk staff** must work hours during Thanksgiving, Winter, and Spring Breaks
17. **Apartment desk staff** must work during Spring break and can assist with coverage of hours during winter break

B. As a member of Residential Life Team, Desk Staff must:

1. Be responsible for monitoring safety, security and service to residents
2. Be fair and consistent in following established rules, regulations and procedures.
3. Be a good role model for other students
4. Work within the system to maintain a high quality desk operation for students.
5. Refer students to appropriate people when they require assistance that you cannot provide
6. Perform other duties as needed by Residential Life
7. Must work 9-12 hours per week, including late night and early morning shifts
8. Remain in good student conduct standing. Desk staff cannot be on RL or disciplinary probation

C. Workshop and In-Service Training requires that all desk staff:

1. Attend Fall (two days) and Spring (one day) Workshops as well as all staff in-service meeting as directed
2. Attend any special/emergency meetings called by Residential Life, the community director, assistant community director or the desk manager
3. Attend bi-weekly or weekly desk staff meetings
4. Attend a mid-semester formal evaluation session per semester with his/her desk manager or assistant community director
5. Attend other evaluations during the semester as required by the desk manager

D. Consequences for Poor Job Performance

1. Letter of Reprimand or Employment Probation

The desk staff may receive a letter of reprimand from the desk manager or assistant community director or be placed on employment probation for unsatisfactory performance. If a desk staff employee is on probation and concerns with his/her job performance continue, his/her employment will be terminated.

2. Termination Prior to Beginning Employment

Prior to the time employment begins, if, in the opinion of Residential Life staff, the desk staff fails to maintain the minimum academic requirements or fails to adhere to a standard of behavior consistent with the desk staff position; their employment offer may be withdrawn.

3. Reasons for Termination During the Academic Year

Termination from the desk staff position can result from breach of the desk staff agreement, breach of University or Residential Life rules and regulations, and/or from unsatisfactory performance. For example, a desk staff employee may perform extremely well and violate the terms of the desk staff agreement regarding grades or building/complex regulations; or the employee may abide by the agreement but not have the skills and/or motivation necessary to succeed in the position. Termination for violation of the desk staff agreement may be automatic. However, termination for unsatisfactory performance will generally only be considered after the staff member's direct supervisor has made efforts to point out those areas which need improvement and help the student improve his/her skills and performance through personal support, guidance and regular evaluation.

4. Termination at the End of the Academic Year

The desk staff position is for one academic year. Therefore, staff must go through a reapplication process to be considered for rehiring. All hiring decisions are contingent upon the approval of the desk staff direct supervisor, the community director, and the Assistant Director for Residential Life.

5. Procedures for Termination

In all cases, the decision to terminate will rest with the Associate Director for Residential Education. The specific reason(s) for termination will be provided in writing to the desk staff member. The desk staff member will also be given an opportunity to be heard regarding any concerns or questions he/she has regarding the termination decision. An appeal following dismissal may be submitted to the Director of Residential Life within two (2) working days of receipt of written notice of termination. In all cases, where termination is being considered during the year, consultation among the desk staff employee, the desk manager, and the Community Director, takes place prior to termination. Termination at the end of the agreement

period will not require such a process since the desk staff agreement expires at the end of that period (see above).

6. Dismissal from University

Desk staff personnel will be immediately terminated from his/her position upon withdrawal or dismissal from the University.

E. Qualifications

1. Applications must have a *minimum 2.0 cumulative GPA* to apply for the position and a 2.0 semester and cumulative average for the previous fall semester to start the position. To continue in position, desk staff personnel must maintain a 2.0 cumulative GPA. If the *cumulative* average falls below 2.0, termination will be automatic. If the *semester* GPA falls below 2.0, the desk staff member will be placed on academic probation the following semester. A second consecutive semester below 2.0 will result in automatic termination.
2. Residence in the UMBC residence facility in which he/she is applying is preferred but not required.
3. All applicants must have a complete desk staff application on file in Residential Life prior to the application deadline.

F. Remuneration

1. New Hall Desk Staff: \$7.25/Hour (*subject to change)
2. New Apartment Staff: \$7.25/Hour (*subject to change)
3. Returning Desk Staff (Who perform their duties satisfactorily during at least two semesters of service) \$.25 increase in wage