

Desk Assistant Position Description
Department of Housing and Residence Life
College of Charleston

The Desk Assistant (DA) is a full-time, undergraduate, or graduate student who – under the supervision and direction of the Residence Hall Director and Area Coordinator – serves as an administrator, role model, friend and team member for the residents in a residence hall. The DA works to maintain an environment that encourages academic and personal growth of the students within their assigned hall. In carrying out his or her duties, the DA is expected to treat other students, supervisors, guests and fellow employees with courtesy and respect. The DA is considered an integral part of the Department of Residence Life and Housing and its efforts maintain its mission. The responsibilities of DA are numerous. The following is a representative – certainly not all-inclusive – list of areas and specific responsibilities of the DA.

Mission Statement

The Department of Residence Life and Housing is committed to providing quality accommodations for the College of Charleston community. Our focus is on resident satisfaction and service in safe, comfortable and convenient facilities that support the development of successful, educational residence communities.

Academic Pursuits

- a. Maintains a 2.5 cumulative and semester GPA
- b. Remains in good standing with the College
- c. Pursues a full-time class load at the College

Time Commitment

- a. Adheres to weekly desk schedule, of which a DA is responsible for working a minimum of 15 hours.
- b. Attends training sessions as assigned by the Department.
- c. Attends all desk meetings.
- d. Responsible for assisting with staffing the desk during respective closings and openings, as well as breaks. DA's cannot leave the hall until two days after closing, and must report as a DA two days before opening.

Professional /Administrative

- a. Interacts with Residence Life and Housing staff, College personnel, and residents in an open, constructive manner.
- b. Uphold the mission and philosophical spirit of the Department of Residence Life and Housing.
- c. Maintains open lines of communication with direct supervisor and staff through incident reports, and other appropriate paperwork.
- d. Represents the College in a positive manner at all times through customer service, ethical decision making, as well as enforcing and adhering to all College policies and procedures.

- e. Carries out information desk responsibilities and certain other administrative and clerical tasks as assigned by the RHD and/or AC in accordance with the DA Manual.
- f. Be alert, attentive, and pay particular attention to safety monitors.
- g. Responsible for all material and information contained in the Desk Assistant Manual, Guide to Residence Living, Job Description, Desk Assistant Application and this Work Agreement. Understand that these documents are subject to change at which point you will be notified.
- h. All other duties as assigned by the Department.

Remuneration

- a. Your hourly rate is determined on your length of service with the Department of Residence Life and Housing.
- b. A schedule of timesheet due dates and paydays are in your DA Manual and located at each hall information desk.

Termination

- a. The Residence Hall Director on an on-going basis will evaluate the DA's job performance. Failure to comply with any of the terms and conditions of this work agreement will result in termination of employment.
- b. The steps to the termination process generally consists of three steps, which are 1) first written warning, 2) second written warning and referral to the Leadership Team and termination. Understand that this is all based upon the severity of the incident, and that there are some situations in which immediate termination is necessary.
- c. If a staff member elects to terminate contract during contract period, written notification is expected at least two weeks in advance prior to termination date.