

Head Desk Attendant Job Description 2007-2008



The Head Desk Attendant is a member of the Residence Life and Housing *Student Operations Staff (SOS)*. These staff positions are crucial to the daily operations of the residence halls and the Department of Residence Life and Housing. The Head Desk Attendant assumes general administrative responsibilities for the operation, utilization and management of the front desk/office program in a residence hall. The Front Desk of each residence hall is open from 10:00 am to 3:00 am daily, with modified hours at times of breaks, openings and closings. Below is a summary of the responsibilities and terms of the position. These are specified in more detail in the Front Desk Operations Manual.

I. Expectations/Responsibilities

A. Desk Operation

1. Maintain forms used at the desk including payroll sheets.
2. Collect and distribute campus mail, packages and US mail.
3. Establish and maintain an inventory of desk equipment.
4. Establish and maintain procedures for vending machines, copier and laundry facilities and refunds.

B. Desk Personnel

1. Assist in the recruitment and selection of Desk Attendant (DA) staff in accordance with established University hiring practices.
2. Develop and deliver training and orientation programs to desk staff (including late night, mail clerks, and in some instances, Recycling Technicians).
3. Develop the desk work schedule including vacation periods (long weekends).
4. Assist with the evaluation of desk staff members' performance on a semester basis.
5. Complete and submit appropriate time sheets.
6. Cover abandoned desk shifts, except when Head DA's academic class schedule does not allow.

C. Hall Wide

1. Participate in Hall Council and RA staff functions as outlined by Residence Hall Director/Assistant Hall Director.
2. Assist Residence Hall Director/Assistant Hall Director in the management and administration of the residence hall, including maintenance and custodial concerns.
3. Assist Residence Hall Director/Assistant Hall Director in the implementation and operation of the hall's posting policies and procedures.
4. Other duties as assigned.

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II. Compensation

Head Desk Attendants are compensated at a rate of \$7.65 per hour. This differential in hourly rate reflects remuneration for the additional time necessary to complete the Head DA duties. The College's Temporary Service Employment Guidelines govern the number of hours worked during any pay period.

III. Terms of Employment

- A. The academic year constitutes the term of employment.
- B. Head DAs may be required to begin work up to seven days prior to the hall's official Fall opening date and four days prior to Spring semester's hall opening. Staff may also be required to return early for hall re-opening at the conclusion of breaks.
- C. Head DAs are required to attend and participate in all training periods (typically, pre-service training in August and in January, and in-service training sessions scheduled as needed) and may be required to facilitate training sessions.
- D. Head DAs are required to attend and potentially facilitate regularly scheduled staff meetings.
- E. The Head DA will report to the Residence Hall Director or the Assistant Hall Director.
- F. Head DAs may be required to work late night (1:00 am – 3:00 am) and weekend shifts.
- G. The Head DA must live in a SUNY Oswego residence hall during the full term of employment.
- H. It is the responsibility of the Head Desk Attendant to obtain his/her grades for each semester. If his/her semester or cumulative GPA falls below 2.00, it is his/her responsibility to contact the Department of Residence Life and Housing within one week of the date on which grades were posted by the College Registrar's office.*
- I. The Head DA will receive an evaluation of performance on a semester basis.
- J. Failure to meet the responsibilities of the position, gross misconduct and/or any violation of College policy may be grounds for personnel action (i.e. warning, employment probation, or termination).

IV. Qualifications

- A. Eligibility to apply: To be considered for employment, candidates must possess a cumulative Grade Point Average of 2.0 or higher and a semester Grade Point Average of 2.0 or higher for the regular semester immediately preceding employment.*
- B. Head DAs must maintain a 2.0 semester and cumulative Grade Point Average for the duration of employment.*
- C. A minimum of one semester employment as a Desk Attendant at SUNY Oswego is required; two or more semesters of DA employment preferred.
- D. Applicants must be able to fulfill the entire term of employment (full academic year).
- E. Head Desk Attendants may not begin employment while on Disciplinary Probation.

***PLEASE NOTE: Summer and winter session grades are not included when calculating whether or not an applicant or staff member meets the grade requirements for the position.**