Reporting Relationship:
- The Desk Manager (DM) reports directly to the Area Director (Graduate Area Director in Holmquist) in the complex they are assigned, and indirectly to the applicable Graduate Area Director and Associate Director of Housing and Residential Life.

Basic Function:
- To assist the Area Director and Graduate Area Director in the daily planning and managing of the desk operations in the assigned complex.

Requirements for employment:
- Perform the responsibilities and procedures as outlined in the job description, Desk Manager Expectations, staff, and residence hall manuals.
- Understand and abide by University and residence hall policies and regulations.
- Maintain a cumulative 2.5 G.P.A. If a Desk Manager’s GPA falls below a 2.5 cumulative, they will be placed on Academic Probation for the term of one semester. If the DM fails to raise his/her GPA to 2.5 or higher, the Area Director (or Graduate Area Director in Holmquist) and Associate Director of Housing and Residential Life will determine whether or not continuing employment is in the best interest of the student.
- Satisfactorily complete a criminal background check as required by Minnesota state law.
- Reside in the residence hall of the complex assigned and be enrolled for a minimum of 12 credits.
- Previous experience as a Resident Assistant.

Hours Per Week:
- Approximately 20 hours, including 5 scheduled hours at the front desk.

Compensation:
- Double room as a single, meal plan (14 or 21), MicroFridge™, and $250 per month during fall training and through the academic year (August 6, 2012 to May 20, 2013; $125 during December and May because of academic year breaks).

Terms of Employment
- Employment expectations begin the date a staff member accepts the position offered.
- Employment Contract is separate and independent of the Residence Hall Housing and Dining Contract.

The responsibilities of the Desk Manager include, but are not limited to, the following:

STAFF
Working collaboratively with other Housing and Residential Life staff is essential to the success of each member of the department. Participation in staff events and meetings is expected and will help ensure the flow of communication between the department and students.

The Desk Manager will:
- Attend and assist in the planning and facilitation of weekly complex staff meetings (tentatively scheduled for Wednesdays from 4-6PM).
- Check in weekly with the other desk managers and the Housing Assignment Coordinators as arranged.
- Attend weekly one on one and other meetings with Area Director and/or Graduate Area Director as scheduled.
- Be a resource for staff in the areas of residence life, administration, facilities, duty, programming, and service areas.
- Provide on-going feedback related to desk operations to Resident Assistants and Office Assistants.
- Interpret University and Departmental policies and procedures to staff and residents.
- Support and cooperate with decisions, actions and policies of the Housing and Residential Life Staff and Department.

DESK
DMs are the link between the residents and the Housing and Residential Life Office, and this is especially true when it comes to particular administrative tasks necessary for the operation of the hall. It is important that DMs understand their administrative responsibilities and carry them out in a thorough and timely fashion.
The Desk Manager will:

- Provide desk operation training in the fall and ongoing desk training throughout the year for RAs and OAs.
- Process desk staff payroll time sheets in a timely manner.
- Maintain an accurate key inventory and verify weekly. Investigate, follow-up, and recore any discrepancies.
- Check loaner key log daily. Verify loaner keys checked out and submit all recores and billing for overdue loaner keys and lost room keys on a daily basis.
- Maintain an accurate inventory of items residents can check out at the desk (recreational equipment, tools, etc.) and verify weekly. Investigate and follow-up on any discrepancies.
- Review blue cards, room condition reports, mailbox labels, and database entries to ensure accuracy and timeliness of student billing.
- Coordinate with the Housing Assignment Coordinators to ensure blue cards and room condition reports are turned in promptly after a resident checks out or changes rooms. Check in with the Housing Assignment Coordinators regarding missing paperwork or other needs on a frequent basis (2-3 times per week).
- Organize and delegate work projects at the desk.
- Coordinate work schedules and desk hours. Monitor desk shift switches. Ensure the desk is fully staffed during designated desk hours.
- Monitor daily activities behind the desk, ensures tasks are being completed timely, and implement improvements.
- Coordinate opening and closing of desk at the beginning and end of each semester.
- Monitor and request desk supplies to your supervisor when needed.
- Check and bring back materials from the Complex Mailbox in the Housing and Residential Life Office on a daily basis.
- Distribute flyers to RA mailboxes and post and remove flyers in all public areas of the complex. Help create a positive and inviting atmosphere in all public areas.
- Provide regular communication with your supervisor about desk issues, special needs, or issues of residents or RAs.
- Develop marketing materials to inform residents of the desk hours and desk services.
- Create a physical environment that is welcoming, comfortable, and engaging for residents at the desk.
- Ensure that the desk area is well organized and neat.

AVAILABILITY
There is a portion of time in the desk manager’s schedule that will require them to be available to staff in the evenings to ensure success of the staff and that residents’ needs are being met.

The Desk Manager will:

- Besides your education, perform the Desk Manager position primary over all other activities.
- Be available for the entire 2012-2013 academic year extending through dates outlined in this contract.
- Check and respond to email and mailboxes daily for announcements, flyers and other communications.
- Refrain from accepting other employment without prior approval from your supervisor (limited to 10 hours per week if approved and subject to verification at any time). Seek approval from your supervisor for internships/practicum, student teaching, and/or other activities that would require a majority of your time be spent outside the halls.
- Participate in the Desk Manager Saturday mail run rotation. When assigned, pick up Saturday mail from the Campus Post Office and bring to each complex desk so distribution can be accomplished prior to 6pm. Follow all department expectations and procedures related to mail.
- Prior to move-in day, participate in the Early Arrival on-call rotation and assist with early arrival check-ins.
- During opening and closing of the halls each semester, be available to assist staff with questions, check-ins, check-outs, occupancy issues, etc.
- Understand and communicate the rationale concerning University and residence hall policies, regulations and conduct procedures to residents and RAs.
- Abide by all residence hall and University policies.
- Confront all individuals or groups violating university or residence hall policies and regulations. Do so in a fair, respectful and consistent manner. Complete appropriate reports immediately following the confrontation of an incident.
- Maintain confidentiality, except when confidentiality may endanger the well-being of the individual or other individuals, or when not disclosing the information is a violation of the law.
- Report immediately any criminal activity that occurs on campus to Public Safety and your supervisor.
- Notify your supervisor or On Call Professional immediately of any emergency situations.
- Report any hate or bias incidents to Public Safety and your supervisor immediately.
- If you are under the age of 21, you are not to consume alcohol on or off campus. Please refer to the University Code of Conduct regarding illegal underage student use of alcohol. Under no circumstances may you be in the residence halls intoxicated or have alcohol on your breath.
- Participate in break duty, including Thanksgiving/Fall Break, Winter/Semester Break and Spring Break, as needed. Volunteers for Break duty assignments are taken first, any shifts remaining will be equally distributed among staff members and can be negotiated.
- Remain on campus during opening weekends and the first and last weekends of each semester as follows:
  - Fall Opening Weekend, August 24-26
  - Fall Finals Weekend, December 14-16
  - Fall Closing, DMs will remain until Noon, December 21
  - Spring Opening, January 10-13, 2013
  - Spring Finals Weekend, May 10-12
  - Spring Closing, until Noon or earlier with supervisor approval on May 20
- Obtain written approval from your supervisor prior to committing to any activity that would require your absence from the residence hall for an extended period of time.

**GENERAL**

*The Desk Manager will:*
- Create staff picture bulletin board and other complex bulletin boards as assigned.
- Participate in Resident Assistant selection and training.
  - Spring Carousel is Mandatory: Saturday, February 16, 2013 (tentatively)
- Attend and participate in the annual Tri-College Resident Assistant Conference, at a date to be determined.
- Schedule five office hours per week at the desk to be available to staff and residents.
- Refer community/student concerns and Resident Assistant performance concerns to your supervisor.
- Provide training opportunities for hall staff in conjunction with the Area Director and Graduate Area Director.
- Attend and actively participate in Lead Staff, Resident Assistant and Office Assistant training.
  - Lead Staff Training: August 6-10, 2012, with move-in August 4-5
  - Resident Assistant Fall Training: August 13-22
  - Staff Spring Training: January 9-11, 2013 (tentatively)
- Prepare weekly reports as well as an end of year report as assigned.
- Monitor community areas including the main lounges and computer labs.
- Assist the Department in other ways as requested or assigned.

**TERMINATION/RESIGNATION**

The following behaviors, if committed by a Desk Manager, are considered serious enough to warrant judicial referral, disciplinary action and/or termination from the Desk Manager position. Please note that this is not a comprehensive list.

In the event that a Desk Manager is allegedly involved in a violation of Residence Hall and/or University policy, the Desk Manager as a student is also subject to adjudication through the judicial process of the University.
- Violation of Residence Hall and/or University policies and regulations.
- Behavior resulting in a felony conviction.
- Behavior resulting in a misdemeanor conviction that casts reasonable doubt on the likelihood of satisfactory job performance.
- Acts of negligence, depraved indifference and/or incompetence that cast reasonable doubt on the likelihood of job performance or endanger the safety of a student.
- Misuse or loss of keys.
- Refusal to comply with reasonable, legitimate and specific direction from the Area Director/Graduate Area Director with regard to responsibilities expressed or implied in the job description and Department/Supervisor expectations
- Behavior that can be reasonably considered to be seriously damaging to the ability of the University to meet its contractual responsibilities including, lying, interference with University job performance, etc.
- The use of alcohol or other drugs which violates any Residence Hall/University and/or State policies or expectations of Desk Manager positive role modeling including but not limited to intoxication/consuming in the residence halls, responding to an emergency while intoxicated, or other alcohol violations which effect a Desk Manager’s ability to be a positive role model.
APPEALS
A staff member who wishes to appeal their disciplinary action must submit a written appeal within five days of the employment termination notice. Staff members who face disciplinary action may appeal such a decision to the Director of Housing and Residential Life.

The Director of Housing and Residential Life may schedule a meeting with the appealing staff member to review the circumstances surrounding disciplinary action. Any pertinent information to the appeal must be presented in writing with supporting testimony in the appeal hearing. Written notification outlining the decision reached in the appeal meeting will be sent to the appealing staff member. **The appeal meeting with the Director of Housing and Residential Life serves as the final decision for student staff.**

Termination of employment will require the departing staff member to be moved out 48 hours after receiving written notification of their termination.

In the case of a resignation, the DM must work with the Area Director or Graduate Area Director to establish an appropriate move out date that will be no later than two weeks from the date of resignation. DMs who resign are not eligible to reside in the building they were assigned to as a DM without the permission of the Area Director or Graduate Area Director.

Upon conclusion of employment, the Desk Manager must complete a room check-out and return all DM keys and supply items to the Area Director, Graduate Area Director, or Associate Director of Housing and Residential Life.

I accept the position of Desk Manager, and agree to fulfill the duties for the entire 2012-2013 academic year as listed in the job description, Area Director or Graduate Area Director expectations, staff goals, manuals, and handbooks. I agree to adhere to MSUM and department policies and procedures, while also conducting myself as a role model, both on and off campus. I understand that changes may be made to the expectations outlined in this contract. Failure to fulfill any of the above may result in the termination of this contact.

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Permanent Address:

Contact Phone Number:

Summer Address:

Special Dietary Needs:

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