Overview

The Community Desk Manager (CDM) supervises and leads a Community Desk Assistant (CDA) team and provides support for IIT Residence and Greek Life processes. The Community Desk program serves to provide security, customer service, and emergency response, while collaborating to create a welcoming community in the residence halls and apartments. This position reports directly to the Graduate Assistant for Desk Management and the Operations Manager. CDMs also partner with one Residence Hall Director to provide development and recognition of their CDA team. The CDM serves as a key point of communication among many constituents.

Requirements

- Term of employment is typically the first Monday of August until the Monday following university commencement in May.
- Must be present for all training and preparation dates. (No exceptions)
- Must be a full-time IIT, VanderCook, Stuart, School of Design, Shimer or Kent student (graduate or undergraduate).
- Be in good academic (2.5 GPA and above), conduct, and financial standing with appropriate academic institution.
- Uphold all rules, regulations, policies and procedures outlined in the Residence Hall Handbook, IIT Student Handbook, and all published IIT materials, as well as handbooks/policies of IIT partner institutions.
- Model behavior consistent with Illinois state and federal laws.
- May not serve as a Residence Hall Association (RHA) executive board member or floor representative or Resident Advisor.
- May not commit to more than 8 hours a week of other employment and/or campus involvement beyond the CDM position.
- On average CDMs work 10-12 structured hours/week. Some weeks may require additional hours (opening, closing, training, etc.)
- Must agree to work during traditional business hours (8:30AM-5PM), as well as evening, weekend, and holiday hours.
- Communicate effectively in a written and verbal form.
- Other duties as assigned.

Administration

- Possess working knowledge of RGL policies and assist in implementation of departmental processes and procedures.
- Complete all administrative functions (including paperwork) with accuracy and timeliness. Maintain schedule in When-to-Work.
- Regularly visit assigned Community Desk (interact, organize/restock supplies, and submit maintenance requests, if necessary).
- Maintain the organization and professional/welcoming outward appearance of the desk.
- Monitor and track supplies and equipment necessary for the function of the desk (including extra supplies for nights/weekends).
- Coordinate scheduling of desk shifts in a fair and equitable manner and ensure complete coverage of all shifts.
- Manage and process lock out forms and guest badges at the desk; under the direction of the GA for Desk Management.
- Select, train, supervise, and advise new and returning staff members on professional, personal, and academic issues.
- Attend CDM Team meeting, RA staff meeting, and one-on-one with Supervisor on weekly basis (outside of CDM office hours).
- Uphold confidentiality when given sensitive information from either residents or supervisors.

Staff & Community Development and Support

- Develop and implement methods for recognizing CDA staff.
- Be visible and accessible to Community Desk staff and students.
- Execute Employment Actions (positive/negative) using procedures outlined by GA for Desk Management/Operations Manager.
- Attend Student Leader training prior to the start of fall and spring semesters, and in-services during academic year.
- Report student and employee concerns as necessary.

Duty (In addition to CDM Office Hours)

- Participate in a duty rotation. Duty shifts are from 5PM-8:30AM on weeknights and from 8:30AM Saturday-5PM Sunday.
- Duty responsibilities include performing lockouts from 5PM-9:30PM weekdays and filling open shifts, responding to crises, and submitting Incident Reports when necessary whenever on duty. Weekend duty will mainly focus on coverage of missed shifts.
- CDM on Duty will be compensated ($8.25/hour) for only those shifts, which they cover for longer than one (1) hour.
- Participate in Break Period duty rotation with RA staff. Shifts to be scheduled far in advance.

Remuneration

- The 50/$50 meal plan (or a credit equal to the value of the 50/$50 meal plan toward another approved meal plan).
- $4,000.00 stipend for the academic year paid biweekly throughout the academic year.
  - Stipend is split into 20 payments of $185 biweekly. Upon fulfillment of CDM contract, $300 is issued as final payment.
  - CDMs may work up to 8 CDA hours per week and be paid $8.25/hour for those shifts. (May not exceed 20 hours/week.)
  - CDM Position is a one academic year appointment. CDMs may reapply for additional years through an application process.

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