Position Description | Community Desk Assistant

Overview

Community Desk Assistants (CDA) provide security, customer service, and emergency response, while collaborating to create a welcoming community in the residence halls and apartments. The CDA position reports directly to one of six Community Desk Managers (CDM). The CDMs report to the Graduate Assistant for Community Desk Leadership (GACDL) and the Operations Manager for Residence and Greek Life. The community desks also serve as a communication center for the residence halls and RGL. All staff will listen with respect, use sound judgment and respond in a positive, courteous and timely manner to residents needs.

Requirements

- Term of employment is typically the Friday before Move-In Day in August until the Monday after commencement in May.
- Must be present for all training and preparation dates. (No exceptions)
- Training is held on the Saturday before Move-In, with an alternate training date scheduled in the first month of the semester.
- 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 and Greek Life 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.
- Proficient in the use of computers and software, training on position specific software will be provided.
- Must be available for scheduling a minimum of 8 hours and a maximum of 20 hours per week during the academic year and up to 40 hours per week during academic break periods.
- Must be willing to work during daytime/evening/overnight hours, weekends, and university holidays.
- Have a strong Customer Service orientation, with the ability to interact positively with residents, guests, and staff.
- Communicate effectively in written and verbal formats.

Principle Responsibilities

- Promote a friendly and welcoming atmosphere within the residence halls.
- Remain attentive to ensure the security of the residence halls by monitoring access, registering guests, and reporting concerns.
- 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 the organization and professional/welcoming appearance of the desk. Report supply needs to CDM.
- Consistently execute procedures related to your position, including Lock-Outs, supply check-out, etc.
- Execute departmental and university protocols during building or campus emergencies.
- Uphold confidentiality when given sensitive information from either residents or supervisors.
- Assist residents in properly following policies/procedures including how to submit Maintenance Requests, meal plan changes, etc.
- Attend all mandatory meetings and trainings.
- Make ethical decisions and maintain confidentiality.
- Other duties as assigned by CDM, GACDL, and/or RGL Professional Staff.

Hours & Remuneration

- Pay Rate: $10.00 per hour
- Work a minimum of 8 hours and a maximum of 20 hours per week during academic periods.
- Work a minimum of 12 hours and a maximum of 40 hours per week during academic break periods, including summer.
- CDAs may work no more than 6 hours in a row and no more than 8 hours in a 24 hour period.
- Minimum hours may be adjusted if minimum hours are not available due to number of CDAs, at the discretion of the GACDL.
- CDAs are expected to work during academic break periods and university holidays.
- CDA Position is a one academic year appointment. CDAs may reapply for additional years through an application process. A leave of absence from the CDA position greater than one (1) month will require reapplication, unless otherwise stated in writing by the GACDL.