

DESK OPERATIONS

Desk Assistant

The Desk Assistant (DA) has several general roles in the residence hall:

- Information & Resource Person – has general knowledge of UAB's campus and resources, and is able to direct students and guests appropriately.
- Clerk & Assistant – performs clerical and other tasks for RLC, and other residential staff, as requested.
- Security – monitors guest sign-in, regulates non-student or guest traffic, and contacts appropriate individuals in case of emergency or policy violation.

Attendance & Recording Time

- Attend training meetings when required. Desk Assistants will not be allowed to begin work until they have been trained by RLC and **employment paperwork has been processed**.
- Staff should arrive at work a minimum of five minutes prior to their starting time. DAs should not arrive late or leave early. DA should not leave desk until making an attempt to contact replacement. If replacement cannot be located, DA should contact RA on duty to cover, or RLC during non-on call hours.
- DAs should not assume that hours will be covered when unable to attend work, unless previously arranged with the proper sources..
- DAs should not leave the desk unless DA has first contacted the proper sources (proper sources include: On-Call RA, Residence Life Coordinator). If you need a restroom break, follow same procedure.
- DAs should accurately record hours on the timesheets/sign-in sheets. If 10 minutes late, it should be reflected on time sheet.
- DAs will submit a time sheet to A.T. Helix. Late time sheets will not be paid until the following pay period.

Confidentiality

- DAs should respect the privacy of the residents. This pertains to messages, phone numbers, or other information to which the DA has access. No one is permitted access to the visitation log except for staff. Guest names are confidential.
- Resident information is not to be given out to anyone.
- Any information concerning residents or situations within the hall obtained while working desk should be kept private. Sharing this information with unauthorized persons is grounds for termination.

Responsibilities

- DAs should remain awake and alert at all times.
- DAs should answer all incoming telephone calls (by the third ring) in a courteous, professional manner with "____ Hall, this is (DA name). How can I help you?"
- DAs should cooperate with all Residence Life and University staff members.
- DAs should be familiar with the University and Residence Life procedures and policies. Desk Assistants are expected to abide by and support all **UAB and Residence Life policies**. DAs are representatives of the University and expected to be a positive role model.
- DAs should enforce the sign-in policy for visitation. NO EXCEPTIONS. Guests must be signed in EACH time they enter the building.
- DAs are expected to confront basic problems (i.e. lobby noise, someone not checking in a guest, etc.). However, Desk Assistants are not expected to discipline individuals. If a problem develops, notify the RA on-Call or Residence Life Coordinator. Problems should be appropriately documented on an Incident Report.
- DA should report loud music coming from cars, alcohol consumption, cars blocking drive, or loitering in parking lot to UAB Police.
- **All packages, flowers, etc., should be delivered to the Blazer Hall.** DO NOT ACCEPT UPS OR FEDERAL EXPRESS PACKAGES.
- Occasionally, students, parents, or visitors may want to leave a message for the RLC or other staff members. DAs should take a detailed message that includes name, date and time of call (or visit), a contact phone number, and what the message is in regard to, then place the message in the appropriate staff member's mailbox. DA should reiterate

that s/he hears the person's complaint, and reinforce that s/he will report the situation. If the DA cannot solve the problem, s/he should take a message so that the RLC can call them back.

- DAs will assume administrative duties as assigned by the RLC or their designee.
- DAs check out equipment and supplies to students where available. Student must leave an ID when checking out an item. They can pick up their ID once item is returned
- DAs should know what to do in case of an emergency.
- DAs should make sure the desk is clean and orderly at all times. Every staff member should consider it their responsibility to see the desk and surrounding areas are neat and organized. Everyone is expected to pitch in with clean up and to pick up after themselves. Equipment and paperwork should be filed in the appropriate places.

Personal Conduct

- Do not sit on the counter or the desk. Sit behind the desk at all times.
- Vulgarities, cussing or cursing, ethnic, or racial slurs are not acceptable on the job and will not be tolerated.
- Personal phone calls should be limited to 3 minutes or less, and kept to a minimum.
- Do not allow unauthorized persons in the office or behind the desk.
- Desk Assistants are only allowed one visitor at a time, only if the guest does not distract from responsibilities. Never make a resident or visitor wait while you conduct personal conversations. Guests are not allowed to sit behind the front desk.
- You may not do homework, study, read books, or any other projects unless approved by the RLC.

REMEMBER THIS IS A "REAL" JOB. EACH SHOULD DO THE JOB TO THE BEST OF HIS/HER ABILITIES AND TAKE PRIDE IN HIS/HER WORK.

Switching or Missing shifts

The switching of shifts is discouraged. However, at time the switching of duty or shifts is unavoidable. Excessive switching of duty could result in the reduction of hours.

DA will be held responsible, unless prior approval/notification has been given. All changes or switches should be made no less than twenty-four hours prior to the actual change.

DAs SHOULD NEVER ASSUME HOURS ON THEIR SHIFT WILL BE COVERED IF THEY ARE UNABLE TO ATTEND WORK. Of course, emergency situations will occur. If they must miss work, it is imperative to give at least twenty-four (24) hours notice to supervising RLC when possible. DAs are responsible for contacting RLC if an emergency does arise PRIOR to start of shift – not after. Studying for a test or exam does not constitute an emergency.

Penalties for not providing proper notice for missing/tardy to a shift:

On any given day, the person who works the shift before you may have a prior engagement (class, meeting, etc) and cannot wait for you to show up. Assuming that s/he can cover until you get there is inconsiderate and unacceptable. For someone on a tight schedule, being even a couple of minutes late might be an inconvenience; but for the purposes of defining a standard, anything more than 10 minutes will be considered excessive tardiness. If RLC observes repeatedly that the DA is not on time (but not more than 10 minutes late), s/he reserves the right to address the issue.

TARDIES

First Excessive Tardy: Verbal warning

Second Excessive Tardy: Formal written warning

ABSENCES

First Unexcused Absence: Probation until further notice

Second Unexcused Absence: Termination