Student Status
The Desk Coordinator is a full-time student at American University. The Desk Coordinator must be enrolled in a degree-granting program each semester. Desk Coordinators must maintain a 2.5 grade point average (GPA), per semester and cumulatively, from the date of hire until the date of separation.

Time Commitment
Desk Coordinators are required to work a minimum of 15 hours per week. Desk Coordinators are also required to work over at least one break (Thanksgiving, Winter, Spring) to maintain visibility and supervision of desk staff. Desk Coordinators are required to discuss outside commitments with their supervisor prior to starting their position each semester. If job performance is compromised because of outside commitments, the Desk Coordinator may be given a recommendation from his/her supervisor to limit outside commitments to improve job performance. Continued poor performance may result in employment probation or dismissal. There may be periods that the number of hours the Desk Coordinator works exceeds the minimum requirements, but only after receiving supervisor approval. This is dependent on necessity of staffing needs and demands required during peak times (openings and closings).

Training Requirements
Desk Coordinators must attend and participate fully in staff training (Desk Coordinator and Desk Receptionist) in August and January prior to the beginning of each semester.

Fall 2015 Training Dates
Return to Campus Monday, August 10, 2015
Fall Desk Coordinator Training Monday, August 10, 2015 - Wednesday, August 13, 2015
Fall Desk Receptionist Training Friday, August 14 – Monday, August 17, 2015
Final Date of Fall Employment Thursday, December 17, 2015 at 5:00pm

Spring 2016 Training Dates
Return to Campus Sunday, January 3, 2016
Fall Desk Receptionist Training Tuesday, January 5, 2016 – Thursday, January 7, 2016
Final Date of Spring Employment Tuesday, May 10, 2016 at 5:00pm

Compensation
The compensation for all Desk Coordinator positions is $12.00 per hour. Any additional hours worked at the desk are compensated at the minimum hourly wage of $10.50.

During training, opening and closing of the residence halls, Desk Coordinators will be required to work more the minimum required hours, which must be approved in advance by the supervisor. Failure to perform any or all of the above duties and responsibilities may result in job probation or warrant immediate termination from the Desk Coordinator position.
The Desk Coordinator shall assist the Residential Services Coordinator with the following tasks:

- Assist in the opening, closing and staffing of the residence halls during semester breaks
- Work 10 scheduled office hours in designated office space
- Work a minimum of 5 hours as a Desk Receptionist in their assigned community desk
- Assist with recruitment, interviewing, and selection of Desk Receptionists and Desk Coordinators
- Assist with completion of Payroll Authorization Forms, I-9 Forms and other forms as required
- Assist with training Desk Receptionists during and after formal Desk Receptionist Training
- Lead scheduling desk shifts at desk scheduling meetings
- Maintain and update desk schedule throughout academic year
- Approve all shift changes between Desk Receptionists
- Hold one-on-one meetings with each DR/RA on team each semester
- Complete daily StarRez Audits to ensure accurate recordkeeping
- Work uncovered desk shifts as academic schedule permits
- Facilitate and participate in recognition of staff and community members
- Ensure proper key/access card usage of both room and administrative keys/access cards
- Ensure Desk Receptionist completion of bi-weekly time sheets (in the university’s on-line system)
- Prepare biweekly payroll information for the Residential Services Coordinator
- Ensure proper logging and distribution of UPS, FedEx, DHL and Mail Services packages
- Monitor room key control procedures at desk
- Request, track and record desk supplies
- Meet weekly with the Residential Services Coordinator
- Perform other duties as assigned.

The Desk Coordinator must personally abide by all of the policies and regulations of Housing and Dining Programs, American University, as well as those of federal and local jurisdiction.

Agreement

I understand and agree to abide by all of the requirements for employment in the Desk Coordinator position contained in these guidelines. (Signatures required below)

__________________________________________________________  __________________________
Signature                                                      Date

__________________________________________________________
Print Name